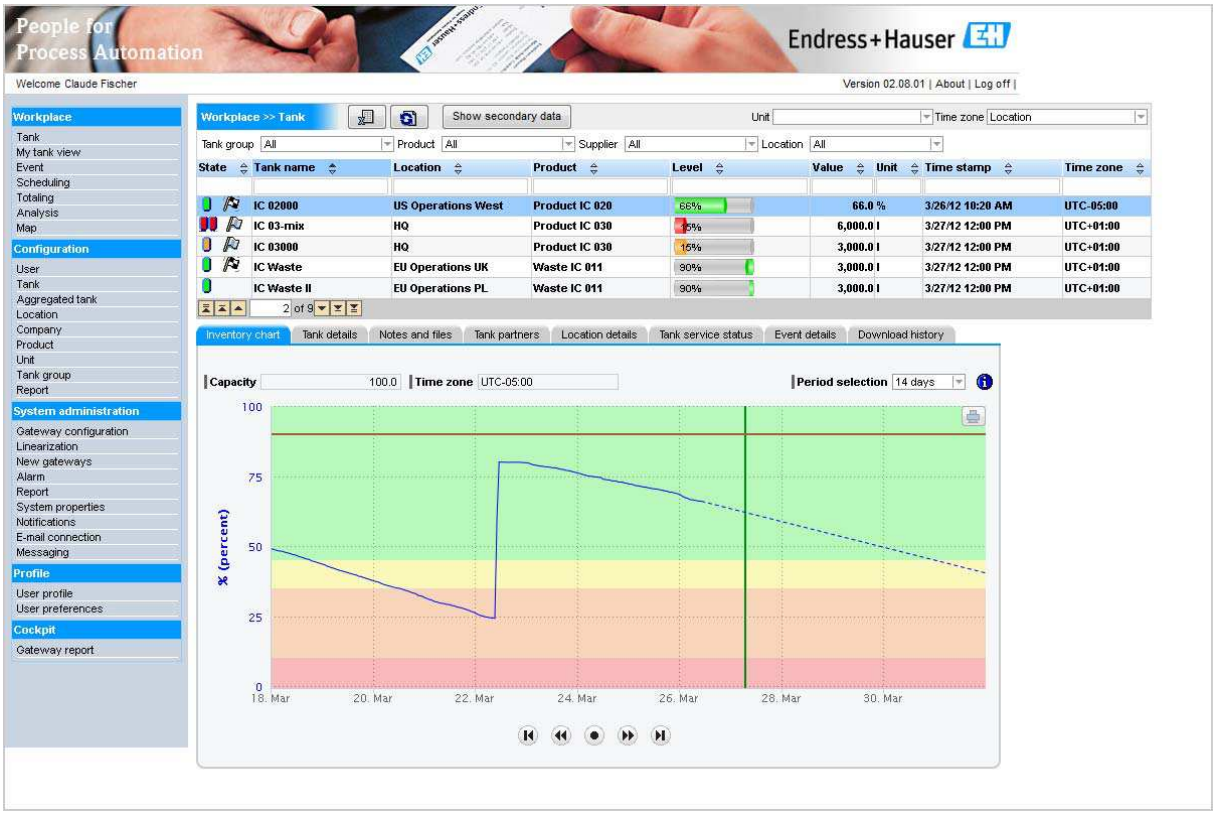
Level Pressure Flow Temperature Liquid Analysis Registration Systems Components Services Solutions

Operating Instructions

SupplyCare Enterprise SCE30B

Operating program for the coordination of material and information flow along the supply chain



BA00055S/00/EN/16.14
Software Version: 2.08
71244045

Endress+Hauser
People for Process Automation

Table of contents

Revision history 7

Registered trademarks 7

1 Safety instructions 8

1.1 Designated use 8
1.2 IT Security 8
1.3 Installation, commissioning and operation 8
1.4 Technical improvement 8
1.5 Conventions used in this manual 8
1.5.1 Emphasizing text 9

2 System description 10

3 User interface 13

3.1 Starting the program 13
3.2 Page structure 14
3.2.1 Portal window 14
3.2.2 Header 15
3.2.3 Navigation window 15
3.2.4 Application window 17
3.3 Elements 18
3.4 Icons 18
3.4.1 Standard buttons 18
3.4.2 Buttons in tables 19
3.4.3 Symbols for events 19
3.4.4 Icons for tanks/objects 20
3.4.5 Icons for tanks/objects ("Map" workplace) . 21
3.4.6 Icons for scheduling 22
3.4.7 Icons for disposal and delivery status 23
3.4.8 Icons for analysis 23
3.5 Descriptions 24
3.6 General processing functions 25
3.6.1 Using filter functions in tables (searching) . 25
3.6.2 Filtering the data records displayed (picklist) 26
3.6.3 Changing the column display (fields) in the overview table 26
3.6.4 Viewing numerical values (master data) . . . 26
3.6.5 Changing master data 27
3.6.6 Displaying modified master data in full 29
3.6.7 Selecting all the rows in a table 30
3.6.8 Deleting master data 30
3.6.9 Copying and changing a data record 31
3.7 Receiving messages (messaging) 33

4 Monitoring tanks – "Tank" workplace 34

4.1 Viewing tanks and associated information 34
4.1.1 "Tank" overview table 35
4.1.2 Inventory chart 37
4.1.3 Tank details 38
4.1.4 Notes and files 39
4.1.5 Tank partners 40
4.1.6 Location details 40
4.1.7 Tank service status 41
4.1.8 Event details 41
4.1.9 Freeze event details 41
4.2 Editing tank service status 42
4.3 Download history 43
4.4 Viewing secondaries 45
4.4.1 Viewing secondaries in the overview table in the "Tank" menu item 45
4.4.2 Viewing secondaries in the inventory chart . 46
4.4.3 Viewing secondary data via the "Tank details" tab 47
4.5 Viewing historical values and forecast values in the inventory chart 47
4.6 Zoom functions in the inventory chart 49
4.7 Planning disposal and delivery via the inventory chart 50

5 Viewing personalized tank view – "My tank view" workplace 51

5.1 Viewing secondaries 53

6 Editing events – "Event" workplace . 54

6.1 Event management – Status and weighting of events 54
6.2 Viewing event messages 55
6.2.1 Event details 56
6.2.2 Freeze event details 56
6.2.3 Event history 57
6.2.4 Inventory chart 57
6.2.5 Tank details 57
6.3 Processing event messages 57
6.4 Setting the resubmission date 59

7 Planning delivery and disposal – "Scheduling" workplace 60

7.1 Status management – delivery and disposal 60
7.2 Status display and notification of planned deliveries and disposals 60
7.2.1 Processing the status 61
7.2.2 Viewing status history 62
7.3 Planning delivery and disposal – "Scheduling" workplace 63
7.3.1 Planning a delivery or disposal 64
7.3.2 Plausibility check 65
7.3.3 Deleting a delivery or disposal 66
7.4 Copying a delivery or disposal 66
7.4.1 Viewing a planned delivery or disposal and saving as an Excel spreadsheet 67

8 Totaling and managing templates – "Totaling" workplace 68

8.1 Totaling 68
8.2 Saving a selection as a template 69
8.2.1 Creating a new template 70
8.2.2 Overwriting an existing template 70
8.3 Selecting or deleting templates 71

9 Viewing analysis data – "Analysis" workplace 72

9.1 "Analysis" overview table 73
9.2 KPIs (key performance indicators) 73
9.3 Outflow/Inflow 74
9.4 Chart hourly 76
9.5 Chart daily 77

10 Viewing tank locations on the map – "Map" workplace 78

10.1 Viewing a map and associated information 79
10.2 Tank details 80
10.3 Planning a disposal or delivery 80

11 Managing master data 81

11.1 Managing companies 81
11.1.1 Creating a company 81
11.1.2 Changing a company 82
11.1.3 Deleting a company 82
11.1.4 Copying a company 82
11.2 Managing users 82
11.2.1 Creating a user 82
11.2.2 Assigning user roles and setting up alarms via e-mail 84
11.2.3 Changing a user 84
11.2.4 Deleting a user 84
11.2.5 Copying a user 85
11.2.6 Assigning tank groups to a user and setting up notifications for tank events 85
11.3 Managing tanks 86
11.3.1 Creating a tank 86
11.3.2 Selecting and deleting a depicted tank shape 92
11.3.3 Changing tank – tank group assignment .. 93
11.3.4 Configuring secondaries 93
11.3.5 Configuring tank freeze events 94
11.3.6 Adding, opening and deleting files and other information for a tank 97
11.3.7 Changing a tank 99
11.3.8 Deleting a tank 99
11.3.9 Copying a tank 99
11.4 Managing aggregated tanks 99
11.4.1 Creating an aggregated tank 99
11.4.2 Selecting and deleting a depicted tank shape 102
11.4.3 Adding, opening and deleting files and other information for an aggregated tank . 103
11.4.4 Changing aggregated tank – tank group assignment 103
11.4.5 Configuring aggregated tank freeze events 103
11.4.6 Changing an aggregated tank 103
11.4.7 Deleting an aggregated tank 103
11.4.8 Copying an aggregated tank 103
11.5 Managing locations 104
11.5.1 Creating a location 104
11.5.2 Adding, opening and deleting files and other information for a location 105
11.5.3 Changing location-tank assignment 105
11.5.4 Computing the location automatically or entering it manually 107
11.5.5 Displaying the location on the map 107
11.5.6 Changing a location 107
11.5.7 Deleting a location 107
11.5.8 Copying a location 107
11.6 Managing products 108
11.6.1 Creating a product 108
11.6.2 Changing product – tank assignment 109
11.6.3 Changing a product 110
11.6.4 Deleting a product 110
11.6.5 Copying a product 110
11.7 Managing tank groups 110
11.7.1 Changing tank groups 110
11.7.2 Assigning users to a tank group and setting up notifications for tank events ... 111
11.7.3 Sending test event e-mail (user assignment) 112
11.7.4 Changing tank groups 113
11.7.5 Deleting tank groups 114
11.7.6 Copying tank groups 114
11.8 Managing units 114
11.8.1 Changing number of places after the decimal point 114
11.8.2 Managing customer-specific units 115
11.8.3 Deleting a customer-specific unit 116
11.9 Managing a report 116
11.9.1 Creating a report 117
11.9.2 Downloading the report as a PDF file ... 123
11.9.3 Creating reports and sending them immediately 123
11.9.4 Changing a report 123
11.9.5 Deleting a report 123
11.9.6 Copying a report 123

12 System administration 124

12.1 Changing system properties 124
12.1.1 Changing system properties 124
12.1.2 Parameters (keys) and input range table. . 125
12.2 Configuring services (basic jobs) 132
12.3 Configuring database backup 133
12.4 Configuring the splash screen and information window (UI Customizing) 134
12.5 Modules 135
12.6 Defining notification 135
12.6.1 Defining and editing event notification .. 135

12.6.2 Defining and editing freeze event notification (Freeze event notification) ... 138
12.6.3 Defining and editing limit notification ... 140
12.6.4 Defining and editing PDL/PDE notification ... 143
12.7 Set up an e-mail connection ... 145
12.8 Creating new gateways, configuring gateways and replacing gateways – Gateway configuration menu ... 146
12.8.1 Creating new gateways ... 147
12.8.2 Configure gateways ... 148
12.8.3 Replacing a gateway ... 154
12.9 Assigning a measuring point to a tank ... 155
12.10 Managing linearization tables ... 158
12.10.1 Creating, changing and deleting a linearization table ... 159
12.10.2 Displaying a linearization table as a graph ... 161
12.10.3 Uploading a linearization table ... 162
12.10.4 Uploading a linearization table as an Excel file ... 163
12.11 Integrating and managing FIS gateways – FIS gateway menu ... 164
12.11.1 Integrating FIS gateways ... 164
12.11.2 "FIS gateways" overview table ... 166
12.12 Displaying and editing system alarms ... 167
12.12.1 Table of alarm messages ... 169
12.13 E-mail error messages ... 172
12.14 Faulty measured data ... 172
12.15 Creating new gateways – for communication via e-mail ... 172
12.16 Writing and sending messages (messaging) ... 174

13 Maintaining a profile ... 175

13.1 Maintaining a user profile ... 175
13.2 Changing a password ... 176
13.3 Selecting and changing user preferences ... 177
13.3.1 Description of the filters (fields) ... 177

14 Viewing the gateway report (Cockpit) ... 180

15 OPC Connection ... 181

15.1 Configuring the OPC Bridge (Wrapper) ... 181
15.2 Installing and configuring the Startup Delayer program ... 187
15.3 Starting the OPC Configurator Tool ... 190

16 Extending the license and searching for updates ... 194

16.1 Extending the license ... 194
16.2 Searching for updates ... 194

17 User roles and authorization ... 196

Revision history

Version	Operating Instructions	Changes	Remarks
2.08.xx	BA00055S/00/EN/16.14	Implementation of Freeze Events, filters in Workplace Event; OPC Bridge configuration update, Google Maps information update	
2.06.xx	BA00055S/00/EN/15.13	User roles modified. Implemented: tank setup wizard, optional deactivation of tank limits, choice between templates "Tank" and "Object", modules, processing of negative values, deactivation of forecast, scaling in the inventory chart, hiding of tabs without information, additional parameters	–
2.05.xx	BA00055S/04/en/14.12	Secondary values increased from three to eight. Button renamed to "Start check". Implemented: Additional tank shapes, display of thousand separators in the "Workplace" menu, colors showing the tank status forecast value in the calendar, "Totaling" menu item, info window containing long text, check box "Assign", new time zone format, button "Test event e-mail" in the "Tank group" menu item, filter "Default home page" in the "User preferences" menu item, editable event notification, limit notification and PDL/PDE notification, scaling table, e-mail error messages, new time zone format	–
2.03.03	BA00055S/04/en/13.11	The following menus are implemented: Scheduling and Analysis. The following tabs are implemented: Notes and files, Tank notes, Location notes, Secondaries, Customer specific unit UI Customizing and Event notification. Additional illustration of secondary values implemented in the "Tank" overview table and the inventory chart. Following user roles implemented: Local system administrator and Analysis user.	–
2.02.xx	BA055S/04/en/09.10	Additional functions: alarm hysteresis, recycling tank, export and download in Excel, managing number of places after the decimal point per unit group.	–
2.00.xx	BA055S/04/en/03.10	Revision of program design	–
1.01.xx	BA055S/04/en/12.08	OPC Connection	–
1.00.xx	BA055S/04/en/12.07	Original	–

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1 Safety instructions

1.1 Designated use

SupplyCare Enterprise SCE30B is a web-based operating program for coordinating the flow of material and information along the supply chain.

SupplyCare Enterprise SCE30B gives you complete transparency over inventory levels in tanks and silos, anytime, anywhere and even at remote locations.

Based on the measuring and transmission technology installed on site, the current inventories are recorded and transmitted to SupplyCare. With SupplyCare, you have a constant overview of all the current inventories. Critical levels are clearly indicated and you can also receive active information on these levels if required. Calculated prognosis gives additional security for replenishment planning.

1.2 IT Security

We only provide a warranty if the device is installed and used as described in the Operating Instructions. The device is equipped with security mechanisms to protect it against any inadvertent changes to the device settings.

IT security measures in line with operator's security standards and designed to provide additional protection for the device and device data transfer must be implemented by the operators themselves.

Endress+Hauser can be contacted to provide support in performing this task.

1.3 Installation, commissioning and operation

Notice!

NOTICE A PC connected to the Internet or Intranet is needed to use SupplyCare Enterprise software.

To install the SupplyCare Enterprise software, insert the CD-ROM into the CD-ROM drive of your PC.

Follow the setup instructions in manual BA00054S/00/A2/16.14 Getting Started/Schnelleinstieg.

1.4 Technical improvement

Endress+Hauser reserves the right to make technical improvements to the hardware and software without prior notice. Such improvements are not documented if they do not affect the operating functions of the software. A new version of the Operating Instructions is always created if the improvement affects operation. See the change history in this manual.

1.5 Conventions used in this manual

Typographical emphasis and particular symbols have been used to provide a clear structure for this manual and highlight important information.

1.5.1 Emphasizing text

The following table provides you with a brief overview of conventions used to highlight and emphasize text in this manual.

Text emphasis	Meaning	Example
Bold	Keyboard entry, button, tab, menu, instruction, directory path, commands	Select the **Event details** tab. Click the **Event** menu item.

1.6 This document

Notice!

NOTICE

The screen views illustrated in this manual are sample views and can deviate from the views you see on your screen. The screen views depend on personal settings and on the application.

2 System description

Inventory Control with SupplyCare

SupplyCare Enterprise SCE30B comprises Software-components and information within the field of Inventory Control. SupplyCare can collect and visualize inventory, availability, consumption and needs of the tanks and silos online. This allows the rationalization of business and logistic processes and the reduction of inventory and stockout. From onsite measurement and global remote data transmission and visualization to integration in ERP systems, SupplyCare offers a universal, standards-based solution. SupplyCare is modular in design.
The modules "Basic", "Advanced" and "Professional" contain the following functions:

Basic	■ Configurable overview page ■ History and forecast ■ CSV download ■ Notifications
Advanced	■ Configurable overview page ■ History and forecast ■ CSV download ■ Notifications ■ Graphics ■ Event Management ■ Report configurator
Professional	■ Configurable overview page ■ History and forecast ■ CSV download ■ Notifications ■ Graphics ■ Event Management ■ Report configurator ■ scheduling ■ Totaling ■ Analysis ■ Map

SupplyCare Enterprise SCE30B

SupplyCare Enterprise SCE30B is a web-based operating program for the indication and monitoring of levels of e.g. tanks and silos spread all over the world.
SupplyCare Enterprise runs by default in an Apache Tomcat-environment on an application server as service under Microsoft Windows. The operators and administrators operate the application via web browser from theirs desks.

Indication of inventory data

The tank and silo inventories are regularly collected by SupplyCare Enterprise. The current and previous inventory data can be indicated at any time.

Management of master data

With SupplyCare Enterprise you can create and manage master data of locations, companies, tanks, products and users.

Reports and connection to ERP-Systems

With SupplyCare Enterprise you can create Excel-reports about the measured value history or provide current level and master data via CIDX-Report to an ERP-System as e.g. SAP.

Event management

An event management is integrated into SupplyCare Enterprise. It shows events like the fall below safety stocks or plan points. Additionally, notification e-mails can be sent to predetermined users.

Alarm messages

Whenever there is a technical problem e.g. connection problems, alarm messages are generated and alarm e-mails are sent to the System administrator and Local system administrator.

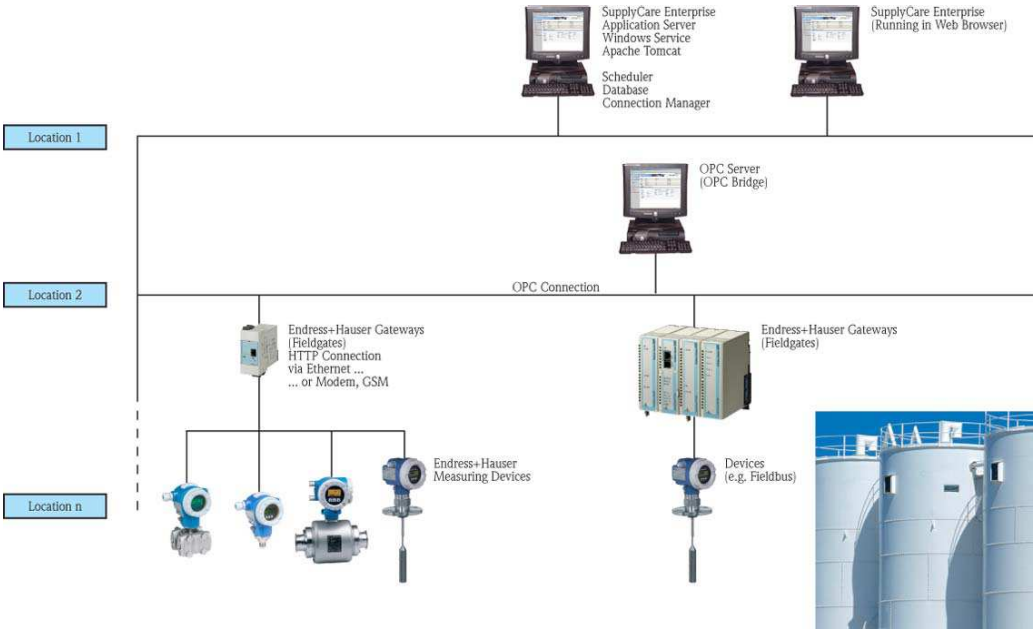
Retrieval of measured values

The inventory of the tanks and silos are retrieved by level measuring devices site. SupplyCare Enterprise offers the following possibilities to retrieve measured values:

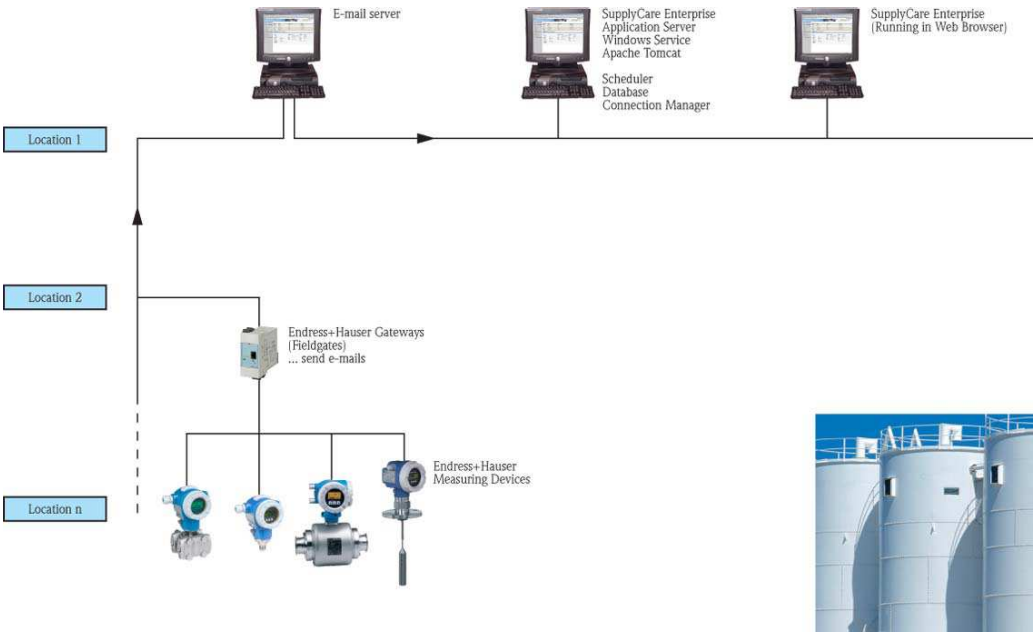
Via HTTP - Modem, GSM or OPC-XML-connection
Point of time and the interval are adjusted via a so-called "Scheduler", which enables SupplyCare Enterprise to retrieve the measured values.

Gateways (Fieldgates):
Endress+Hauser-measuring devices are retrieved by gateways (so-called Fieldgates). For the creation and configuration of new gateways see Chapter 12.8.

OPC Connection:
Measuring devices of other companies can be retrieved by an OPC Connection. SupplyCare Enterprise supports the OPC SML DA 1.0 web communication variant. An OPC Bridge is required for the retrieval of OPC DA 1.0, 2.0 or 3.0 connections via COM/DCOM. This bridge connects itself via COM/DCOM with the OPC Server and provides an OPC-XML web service (Soap Technology). This OPC Bridge is supplied together with the SupplyCare Enterprise-CD and separately licensed.



About incoming e-mails from the gateways (Fieldgates)
Another possibility is to receive the measured values from the incoming e-mails from the gateways. There, the measured values are embedded in the gateway e-mails and sent to a separate e-mail-server. SupplyCare Enterprise collects these e-mails from the e-mail server and processes the included measured values. The e-mail-server is not part of the standard scope of delivery.

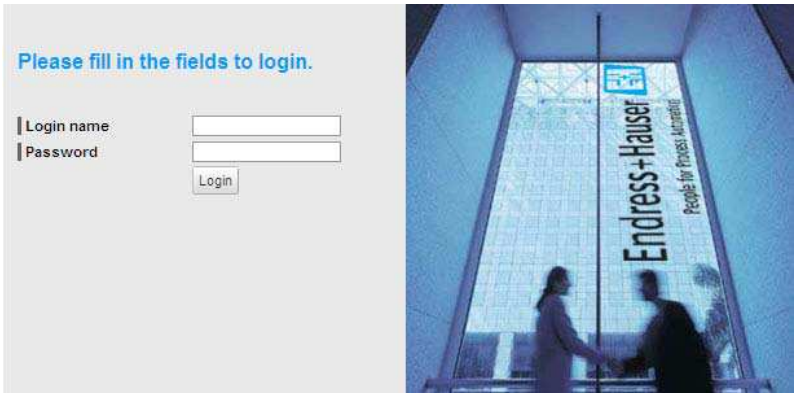


SupplyCare Enterprise offers and elegant method to create gateways. As soon as a new gateway is linked to the measurement chain and sends e-mails, this gateway is automatically listed as a "New Gateway". Via the menu item "New gateways" listed gateways can be taken into the system. Refer to Chapter 12.15.

3 User interface

3.1 Starting the program

1. Start your Web browser. Internet Explorer and Firefox are supported.
2. Specify the **URL** or **IP address** for SupplyCare. You can get the URL or IP address from your network administrator.
3. The following screen appears:



4. Enter your **Login name** (user name) and your **Password**.
5. Click **Login** to confirm your entries.
6. The first time you log in, you are asked to change your password.



7. Click  to edit the password.
8. Enter your current password in the **Old password** field. Enter your new password in the **New password** and **Repeat** fields.
9. Click  to save the new password.

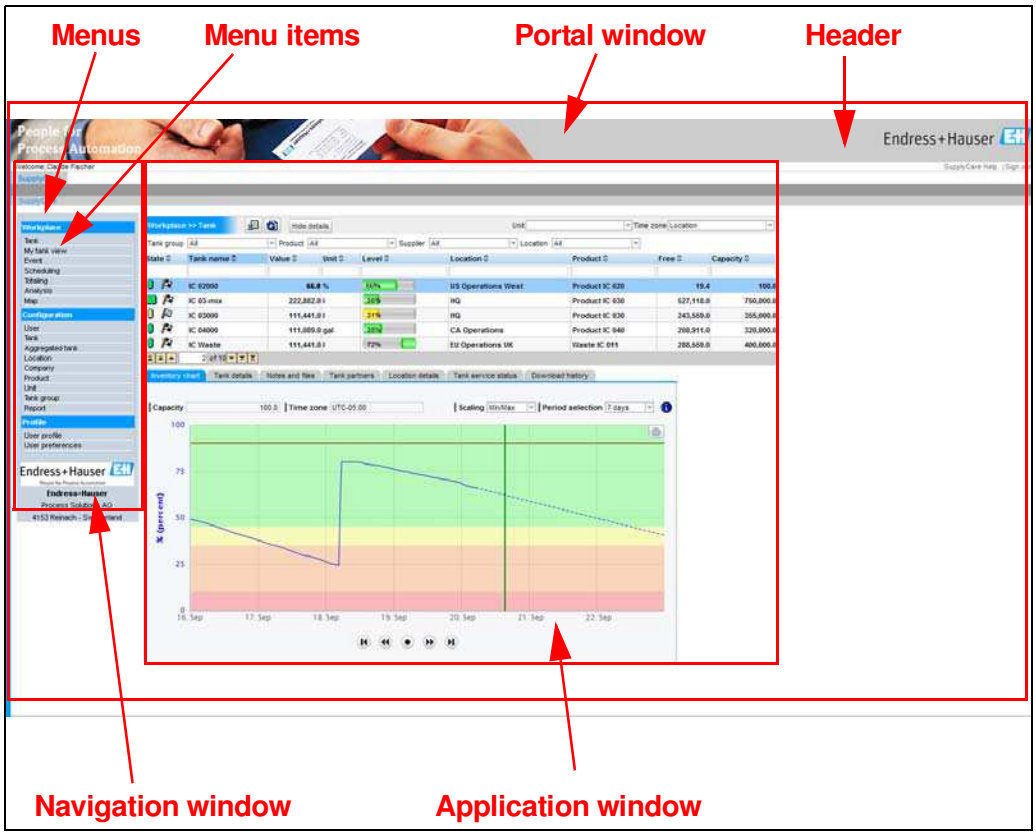
Notice!

NOTICE If the password is not correct, you are asked to enter the password again. Please contact your system administrator if you have forgotten your password.

3.2 Page structure

3.2.1 Portal window

You can see the arrangement of the individual objects in the portal window in the graphic below.



Notice!

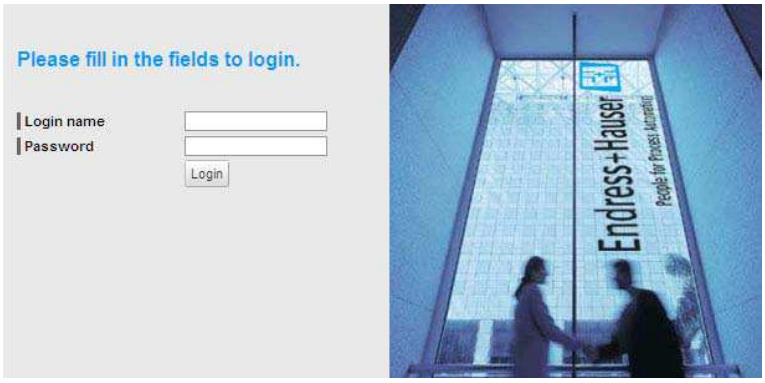
NOTICE

- The menu and the appropriate menu items vary depending on the user role and thus also changes the Portal Window. → See Page 16, "Menu items" section.
- SupplyCare is modular in design. The menu items differ for this reason. Furthermore, the contents of the application window can also differ as well as the contents of the dialog windows.

3.2.2 Header

Logging out
You can find the link to log off in the right-hand side of the header.

Clicking **Log off** takes you back to the **Log in** screen:



3.2.3 Navigation window

Menus
Depending on the user role, the menus Workplace, Configuration, System Administration and Profile appear.

Notice!
NOTICE Multiple user roles can be assigned to a user at the same time. The menu tree is then made up of the menus for the user roles in question.

Navigation window
Clicking a menu expands or collapses this menu. The active menu is highlighted in blue.

Menu items

The menu is made up of various menu items depending on the user role in question. The following table lists the menu items depending on the user role selected:

Notice!

NOTICE

The menu items in the "Workplace", "Configuration" and "Profile" menus differ as a result of SupplyCare's modular design.

	Menus				
User Role	**Workplace**	**Configuration**	**System administration**	**Cockpit**	**Profile**
Read only	■ Tank [1] ■ My tank view ■ Event [2] ■ Totaling ■ Map	–	–	–	■ User profile ■ User preferences
Operator	■ Tank [1] ■ My tank view ■ Event [2] ■ Totaling ■ Analysis ■ Map	–	–	–	■ User profile ■ User preferences
Scheduler	■ Tank [1] ■ My tank view ■ Event [2] ■ Scheduling ■ Totaling ■ Analysis ■ Map	–	–	–	■ User profile ■ User preferences
Master data	–	■ User ■ Tank ■ Aggregated tank ■ Location ■ Company ■ Product ■ Unit [4] ■ Tank Group ■ Report	–	–	■ User Profile
Local system administrator	–	■ User	■ Gateway configuration ■ Linearization ■ FIS gateways ■ Alarm ■ System properties [3] ■ Notifications ■ Messaging	■ Logged on users ■ Logon history ■ Gateway report ■ Tank report ■ Contract report	■ User Profile
System administrator	–	■ User	■ Gateway configuration ■ Linearization ■ New gateways ■ FIS gateways ■ Alarm ■ System properties ■ Notifications ■ E-mail connection ■ Messaging	■ Logged on users ■ Logon history ■ Gateway report ■ Tank report ■ Contract report	■ User Profile

1) Only users with the "Operator" user role can change the tank service status.
2) Only users with the "Scheduler"or "Operator"user role can change the status of an event.
3) In the "System properties" menu item, the "Contract properties", "UI Customizing" and "Modules" tabs are displayed to users whose role is configured as "Local system administrator".
4) In the "Units" menu item, the "Customer specific unit" tab is shown to users whose role is configured as "System administrator" or "Local system administrator", with the additional role of "Master data". In the "Units" menu item, the "Details" tab is displayed only to users whose role is configured as "Master data".

3.2.4 Application window

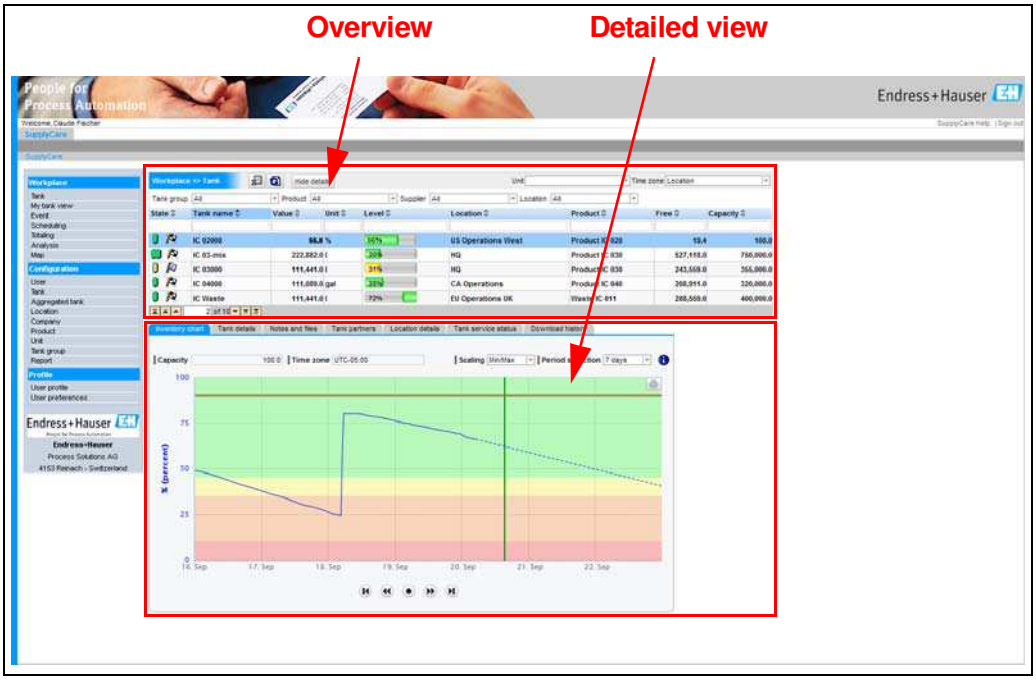
The content of the Application window varies depending on the menu item selected. The active menu item is highlighted in blue.

Notice!

NOTICE

As a result of SupplyCare's modular design, the contents of "Overview" and of "Detailed view" can differ as can the contents of the dialog windows.

Most of the Application windows contain the following views:
- Overview
- Detailed view



Overview

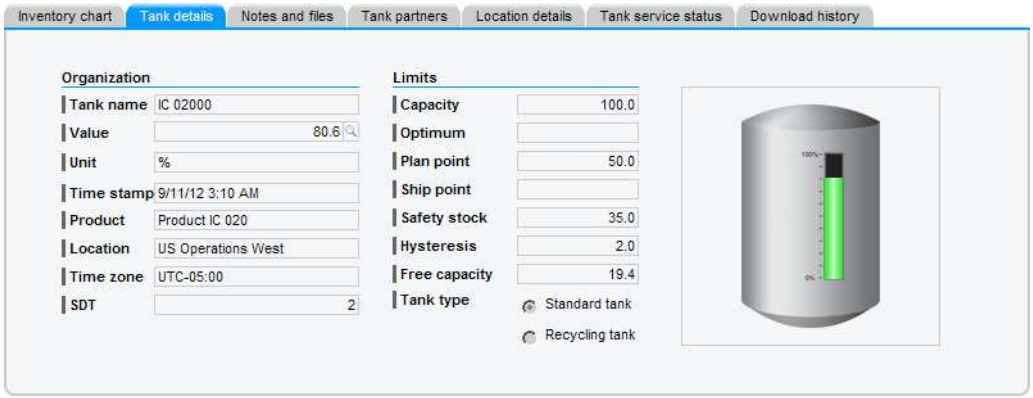
The users or data are listed in tabular form in the overview.

Detailed view

Detailed information on the line selected in the table is displayed in the lower section. Left-clicking another line in the **Overview** opens up the detailed view of the information. Where necessary, the information in the detailed view is split even further into tabs.

Tabs

Using the tabs, you can create, change and delete new objects. Forms or tables are displayed in the tab.



3.3 Elements

The following elements are available in the individual views:

Button	Function
Input fields	One-line input fields to enter a value (text or digits). Multiline input fields to enter a long text.
Output fields	One-line output fields to display a value (text or digits). Multiline output fields to display a long text.
Tables	Multicolumn tables in which individual rows can be selected.
Picklists	These allow the user to select from specified values.
Check boxes	These allow the user activate and deactivate certain functions.

3.4 Icons

3.4.1 Standard buttons

The following standard buttons are used to edit and process individual objects: :

Button	Function
	**New** – creates a new object that can be saved with Save .
	**Edit** – allows the user change the displayed contents of an object (depends on role).
	**Delete** – deletes the content of an object. A dialog box appears for the user to confirm the deletion.
	**Save** – saves altered contents and newly created objects.
	**Cancel** – undo
	**Copy** – copies the data for the user, tank, aggregated tank, location, company, product, tank group, report, a disposal or a delivery.
	**Select tank picture** – select a tank picture for tanks and aggregated tanks in the "Tank details" tab.
	**Update view** - updates contents.
	**Calendar** - Button for selecting a period of time (e.g. resubmission date, start and end date for a history).
	**Excel-Export** button for downloading data such as measured values to an Excel spreadsheet.
	**PDF export** - button for downloading data such as the system settings as a PDF file.
	**Print** – button for printing charts.
	**Show** – shows contents.
	**Cancel** – undo

3.4.2 Buttons in tables

You can navigate through the table via the following buttons at the bottom of the table.

Button	Function
	Goes to the start of the table.
	Scrolls back one page.
	Moves the table up one line. The element selected remains unchanged.
	Moves the table down one line. The element selected remains unchanged.
	Scrolls forward one page.
	Goes to the end of the table.

3.4.3 Symbols for events

Status display

Button	Meaning
	**Open** – the event was triggered.
	**Acknowledged** – the event was acknowledged but no action has yet been taken.
	**In process** – measures have been initiated to replenish material.
	**Done** – recorded by measurement. Replenishment process completed successfully.

Priority (weight)

Button	Meaning
	**Plan point** (GREEN)
	**Ship point** (YELLOW)
	**Safety stock** (RED)
	**Freeze event** (Eye-symbol with tooltip "Check")

3.4.4 Icons for tanks/objects

SupplyCare allows users to select between the template types "Tank" and "Object". These two template types have the exact same functionality. However, depending on your selection, the descriptions in the menu, in "Overview" and in "Detailed view" change as well as the symbols and tool tips that appear when you move the cursor over a symbol.

Notice!

NOTICE

The symbols for tanks and objects are shown in the following tables. The descriptions that are different are listed after this in Chapter 3.5 on Page 24. Please note that the template type "Tank" is used in all remaining sections of these Operating Instructions.

Status display

Button		Meaning
Tank	Object	
		**OK (GREEN)** Standard tank/Standard object: the current (last measured) inventory level of the tank/object in question is above the plan point/observance limit. Recycling tank/Recycling object: the current (last measured) inventory level of the tank/object in question is below the plan point/observance limit.
		**OK (GREEN)** Aggregated standard tanks/Aggregated standard objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is above the plan point/observance limit. Aggregated recycling tanks/Aggregated recycling objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is below the plan point/observance limit.
		**Plan point/Observance limit reached (YELLOW)** Standard tank/Standard object: the current (last measured) inventory level of the tank/object in question is below the plan point/observance limit. Recycling tank/Recycling object: the current (last measured) inventory level of the tank/object in question is above the plan point/observance limit.
		**Plan point/Observance limit reached (YELLOW)** Aggregated standard tanks/Aggregated standard objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is below the plan point/observance limit. Aggregated recycling tanks/Aggregated recycling objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is above the plan point/observance limit.
		**Ship point/Point of action reached (ORANGE)** Standard tank/Standard object: the current (last measured) inventory level of the tank/object in question is below the ship point/point of action.
		**Ship point/Point of action reached (ORANGE)** Aggregated standard tanks/Aggregated standard objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is below the ship point/point of action.
		**Safety stock/Critical limit (RED)** Standard tank/Standard object: the current (last measured) inventory level of the tank/object in question is below the safety stock/critical limit. Recycling tank/Recycling object: the current (last measured) inventory level of the tank/object in question is above the safety stock/critical limit.
		**Safety stock/Critical limit (RED)** Aggregated standard tanks/Aggregated standard objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is below the safety stock/citical limit. Aggregated recycling tanks/Aggregated recycling objects: the current (last measured) inventory level of the aggregated tank/aggregated object in question is above the safety stock/citical limit.

Button		Meaning
Tank	Object	
		**Bad measured data** – communication error. No measured data are available for the tank/object in question. The state is also shown for displayed secondary data if the tank/object is not out of order.
		**Bad measured data** – communication error. No measured data are available for the aggregated tank/aggregated object in question.
		**Out of service** – the tank/object is not available (e.g. due to overhaul). The time when the tank/object is out of order is marked in gray in the inventory chart.
		**Out of service** – the aggregated tank/aggregated object is not available (e.g. due to overhaul). The time when an associated tank/object is out of order is marked in gray in the inventory chart.

3.4.5 Icons for tanks/objects ("Map" workplace)

Button		Meaning
Tank	Object	
		**OK (GREEN)** – no delivery/disposal planned.
		**OK (GREEN)** – planned delivery/disposal.
		**OK (GREEN)** – aggregated tank/aggregated object: no delivery/disposal planned.
		**OK (GREEN)** – aggregated tank/aggregated object: planned delivery/disposal.
		**OK (GREEN)** – several tanks/objects available at the location. All the tanks/objects have the OK status. The tanks/objects can have different scheduling statuses (delivery/disposal planned or not planned).
		**Plan point/Observance limit reached (YELLOW)** – no delivery/disposal planned.
		**Plan point/Observance limit reached (YELLOW)** – planned delivery/disposal.
		**Plan point/Observance limit reached (YELLOW)** – aggregated tank/aggregated object: no delivery/disposal planned.
		**Plan point/Observance limit reached (YELLOW)** – aggregated tank/aggregated object: planned delivery/disposal.
		**Ship point/Point of action reached (ORANGE)** – no delivery/disposal planned.
		**Ship point/Point of action reached (ORANGE)** – planned delivery/disposal.
		**Ship point/Point of action reached (ORANGE)** – aggregated tank/aggregated object: no delivery/disposal planned.
		**Ship point/Point of action reached (ORANGE)** – aggregated tank/aggregated object: planned delivery/disposal.

Button		Meaning
Tank	Object	
		**Safety stock/Critical limit reached (RED)** – no delivery/disposal planned.
		**Safety stock/Critical limit reached (RED)** – planned delivery/disposal.
		**Safety stock/Critical limit reached (RED)** – aggregated tank/aggregated object: no delivery/disposal planned.
		**Safety stock/Critical limit reached (RED)** – aggregated tank/aggregated object: planned delivery/disposal.
		**Bad measurement data** – no delivery/disposal planned.
		**Bad measurement data** – planned delivery/disposal.
		**Bad measurement data** – aggregated tank/aggregated object: no delivery/disposal planned.
		**Bad measurement data** – aggregated tank/aggregated object: planned delivery/disposal.
		**Out of order** – no delivery/disposal planned.
		**Out of order** – planned delivery/disposal.
		**Out of order** – aggregated tank/aggregated object: no delivery/disposal planned.
		**Out of order** – aggregated tank/aggregated object: planned delivery/disposal.
		**Diverse** – several tanks/objects with different statuses displayed are available at the location. The tanks/objects can have different scheduling statuses (delivery/disposal planned or not planned).

3.4.6 Icons for scheduling

Button		Meaning
Tank	Object	
		**Planned delivery/Planned disposal** – a planned delivery or disposal is indicated in the inventory chart and the calendar by a delivery van icon.
		**Standard tank/Standard object** – how a standard tank/standard object is indicated in the "Scheduling" menu item.
		**Aggregated standard tanks/Aggregated standard objects** – how aggregated standard tanks/aggregated standard objects are indicated in the "Scheduling" menu item.
		**Recycling tank/Recycling object** – how a recycling tank/recycling object is indicated in the "Scheduling" menu item.
		**Aggregated recycling tanks/Aggregated recycling objects** – how aggregated recycling tanks/aggregated recycling objects are indicated in the "Scheduling" menu item.

3.4.7 Icons for disposal and delivery status

Button	Meaning
	**Detected** – the **Detected** status is displayed in the following situations: ▪ The system has detected a delivery or disposal which has been scheduled too early or too late. You can process this delivery or disposal in the "Details" tab using the **Confirm** button. ▪ The system has detected a missing delivery or disposal. You can process this delivery or disposal in the "Details" tab using the **Mark as fulfilled** button. ▪ The system has detected that measured data are missing. You can process this delivery or disposal in the "Details" tab using the **Mark as fulfilled** button.
	**Confirmed** – the **Confirmed** status is displayed in the following situations: ▪ A delivery or disposal which has been scheduled too early or too late was confirmed when the delivery/disposal was created. ▪ A delivery or disposal which has been scheduled too early or too late has been confirmed in the "Details" tab.
	**Deleted** – a planned delivery or disposal has been deleted.
	**New** – a new delivery or disposal has been planned.
	**Fulfilled** – a new delivery or disposal has been fulfilled. If a delivery and disposal is made, this is flagged by SupplyCare as **Delivery made (detected)/Disposal made (detected)**. If the system has detected a missing delivery/disposal or missing measured data, you can process this delivery/disposal in the "Details" tab using the **Mark as fulfilled** button. The delivery/disposal is displayed as **Delivery fulfilled (confirmed)/Disposal fulfilled (confirmed)**.

3.4.8 Icons for analysis

Button		Meaning
Tank	Object	
		**Standard tank/Standard object** – how a standard tank/standard object is indicated in the "Analysis" menu item.
		**Aggregated standard tanks/Aggregated standard objects** – how aggregated standard tanks/aggregated standard objects are indicated in the ""Analysis" menu item.
		**Recycling tank/Recycling object** – how a recycling tank/recycling object is indicated in the ""Analysis" menu item.
		**Aggregated recycling tanks/Aggregated recycling objects** – how aggregated recycling tanks/aggregated recycling objects are indicated in the ""Analysis" menu item.

3.5 Descriptions

Depending on whether "Tank" or "Object" was selected as the template type, the descriptions in the menu, in "Overview" and in "Detailed view" change as well as the symbols and tool tips that appear when you move the cursor over a symbol.

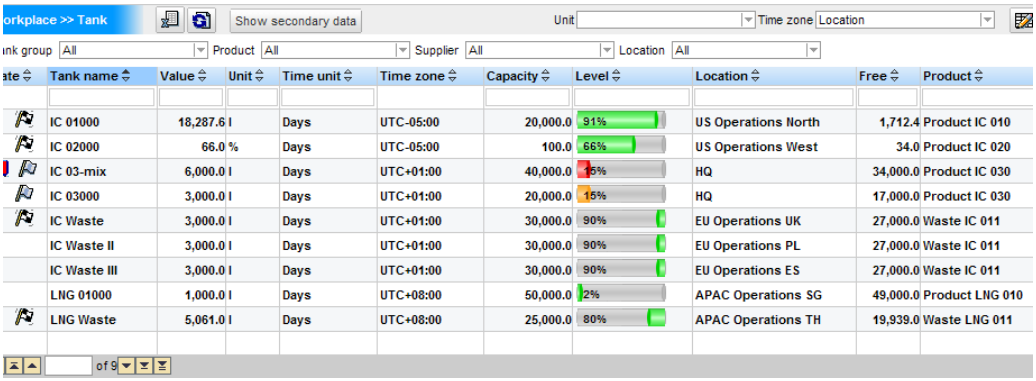
The following are the differences in the descriptions that involve more than simply replacing the word "Tank" with "Object":

Standard template type "Tank"	**Standard template type "Object"**
Tank name	Object
Tank details	Details
Tank partners	Partners
Tank service status	Service status
PP (Plan point)	OL (Observance limit)
SP (Ship point)	POA (Point of action)
SST (Safety stock)	CL (Critical limit)
DSST (Day(s) until reaching saftey stock)	DCL (Day(s) until reaching critical limit)
Capacity	Maximum
Free capacity	Free space
Inventory Chart	Chart
Inventory	Received value
Outflow	Decrease
Inflow	Increase
DO (Daily outflow)	DD (Daily decrease)
ADO (Average daily outflow)	ADD (Average daily decrease)
DI (Daily inflow)	DI (Daily increase)
ADI (Average daily inflow)	ADI (Average daily increase)
Average inventory level	Average level

3.6 General processing functions

3.6.1 Using filter functions in tables (searching)

You can use the filter function to reduce the number of data sets displayed for a table. You enter the filter functions in the top line of the table.



1. In the top table line, enter a complete designation or just the first few letters in the desired field.
2. Press ENTER.
3. Only the matching table entries are now displayed.

In order to display the entire table contents again, delete your entries and then press ENTER.

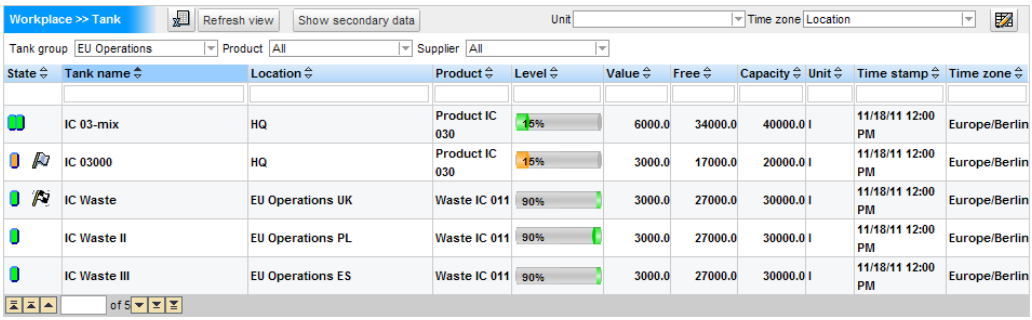
You can always use the following filter functions for the individual fields:

Description		**Example**	
Group	**Function**	**User entry**	**Result (data displayed)**
Character string	* (wildcard)	Tank0*	All entries that start with "Tank0", e.g. "Tank01", "Tank02-special" etc.
		Tank0	All entries that contain "Tank0", e.g. Frankfurt_Tank0-mp1 etc.
Integers	Integer	8	All rows with the value 8
	=integer	=8	
	>integer	>8	All rows with values greater than 8
	>=integer	>=8	All rows with values greater than or equal to 8
	<integer	<8	All rows with values less than 8
	<=integer	<=8	All rows with values less than or equal to 8
	Integer-integer	8-100	All rows with values between 8 and 100
	<>integer	<>8	All rows with values not equal to 8
	!integer	!8	
	Integer*	8*	All rows with values that start with "8"
Floating point numbers	>floating point number	>8.0	All rows with values greater than 8
	<floating point number	<8.0	All rows with values less than 8
	Floating point number-floating point number	8.0-100.50	All rows with values between 8.0 and 100.50
	Floating point number* (wildcard)	8*	All rows with values that start with "8"

Date columns are converted for display purposes so they can be filtered link a string column.

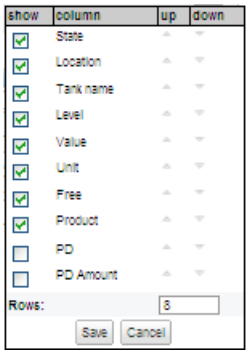
3.6.2 Filtering the data records displayed (picklist)

You can use picklists to filter the data records displayed, such as for "Unit", "Time zone" or "Product". If you have selected a value from the picklist, the data records that match the filter criteria are automatically displayed. The content of the picklists is reset to the default values when you leave the overview.



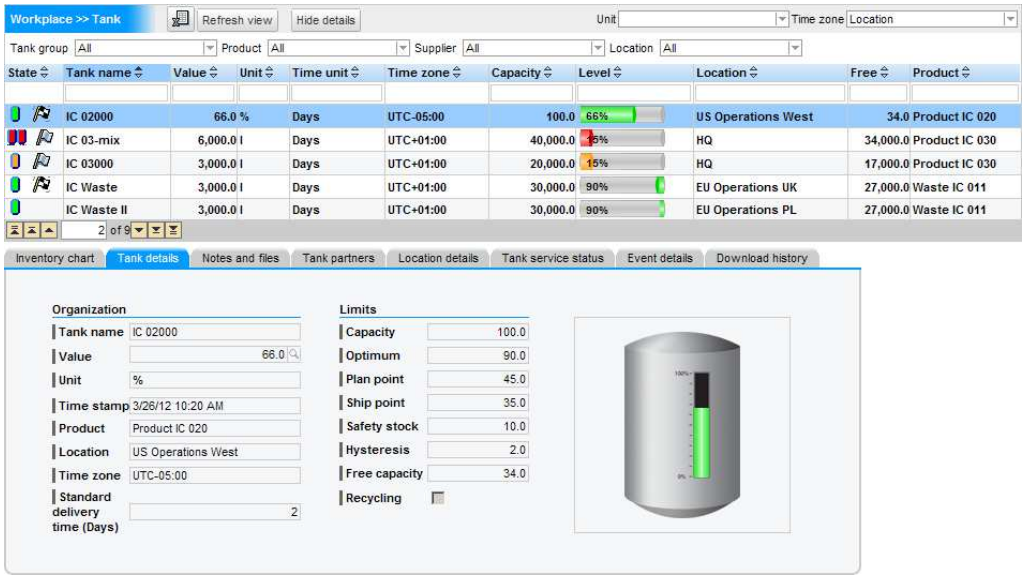
3.6.3 Changing the column display (fields) in the overview table

Pressing the button  in the table header in the overview opens a context menu. Via this context menu, you can show and hide columns or change the column order.



3.6.4 Viewing numerical values (master data)

Numerical values above 1000 are displayed with a thousand separator. This is **only** the case within the "Workplace" menu, however.



The character the system uses as the thousand separator depends on the language setting selected in the browser, e.g.:

German (Germany) de-DE	1.234,78
German (Switzerland) de-CH	1'234.78
English (US) en-US	1,234.78

Notice!

NOTICE

- **No** thousand separator is used for numerical values that appear in views, histories or reports that are downloaded, sent or printed out.
- The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item. Only people whose user role is configured as **Master Data** can change the number of places after the decimal point for the units.

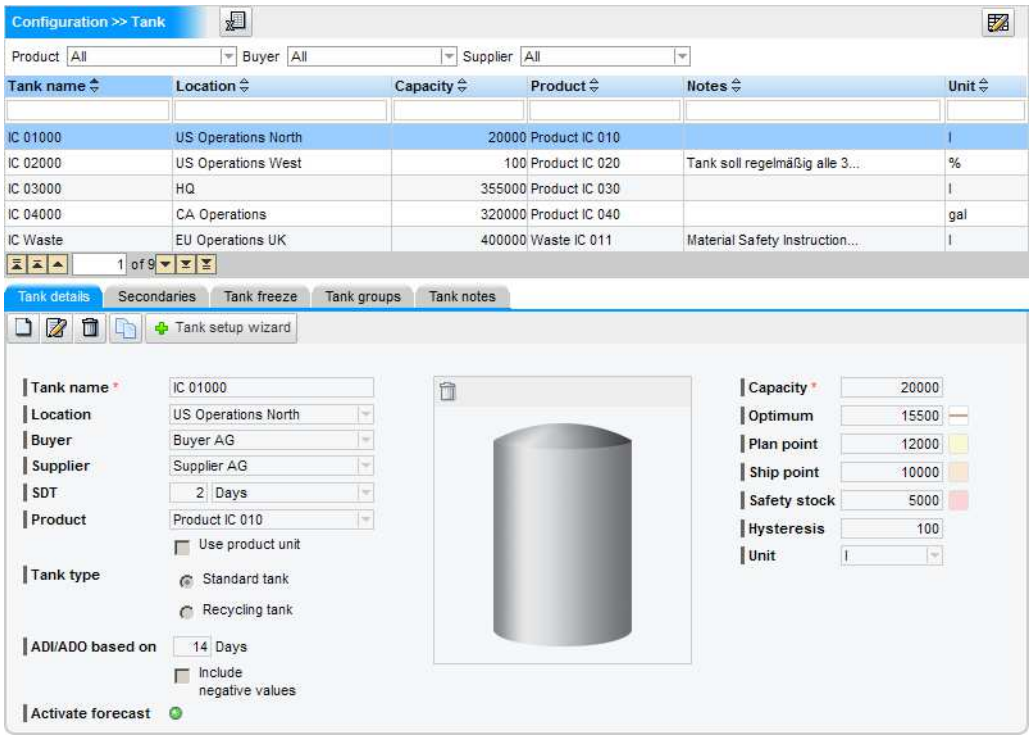
3.6.5 Changing master data

Depending on your particular user role, you can change data records in the "Company", "User", "Tank", Aggregated tank", "Location", "Product" and "Tank groups" master data.

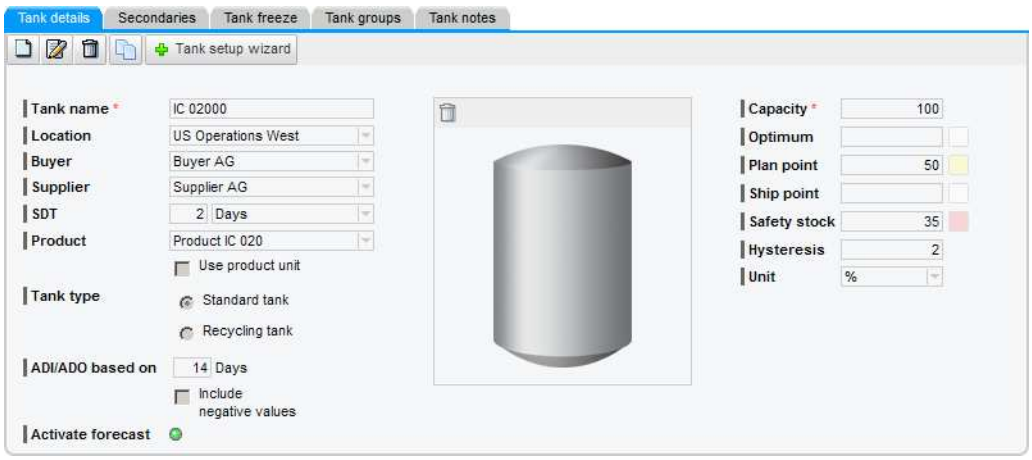
The data for a tank are changed in the following example. Proceed in the same way for other master data.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.

3. The following detail view is displayed in the Application window:

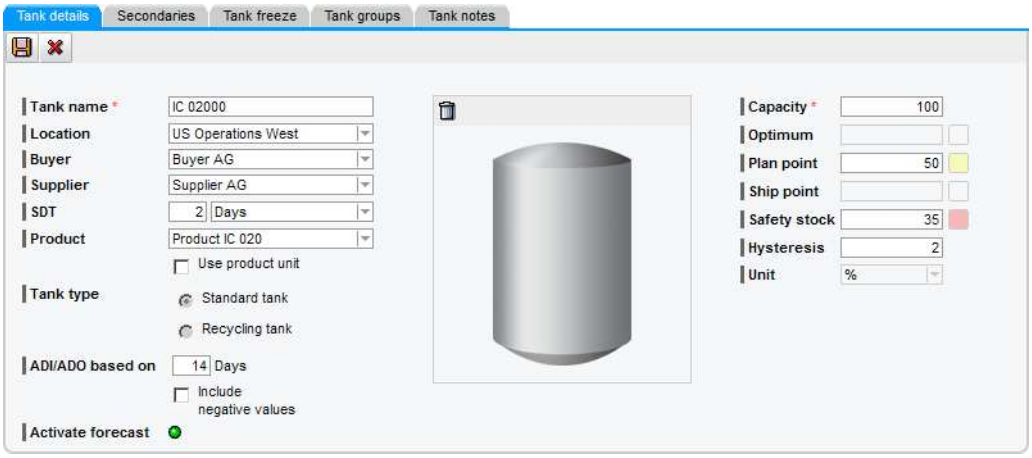


4. In the table, click the tank for which you want to make changes.
5. Select the **Tank details** tab.
6. The related tab is displayed in the lower section of the Application window:



7. Click the  button.

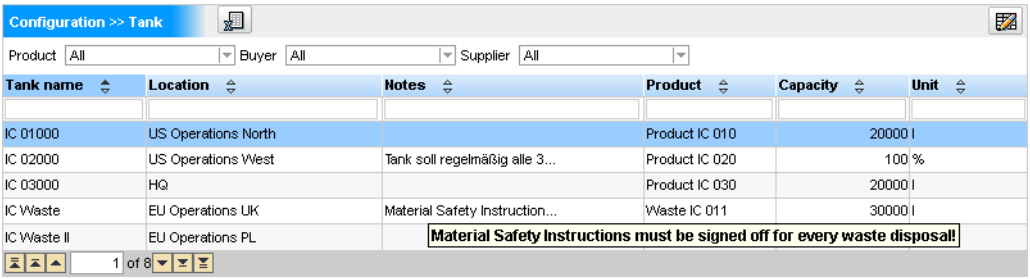
8. The tab is displayed in the edit mode.



9. Make your changes.
10. Click to save your changes. Click to abort the process.
11. If you want to make changes to the **Tank groups** tab, proceed as described for the **Tank details** tab.

3.6.6 Displaying modified master data in full

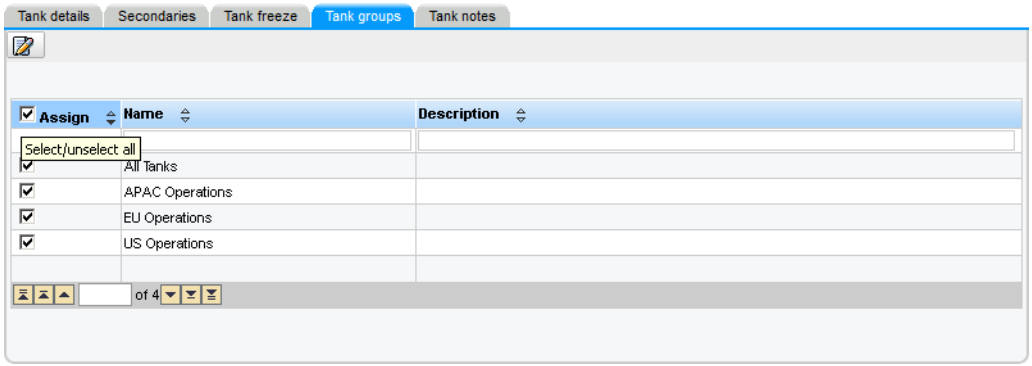
If a text that has been entered in an input box is too long to be displayed in full in a table column, it is truncated. However, if you hover the cursor over the text, the text is displayed in full in a separate info box.



3.6.7 Selecting all the rows in a table

By activating the **Assign** check box you can select all the rows in a table.

1. Click the button .
2. The specific tab is displayed in the edit mode:



3. Activate the **Assign** check box.
4. Click  to save your selection. Click  to abort the process.

3.6.8 Deleting master data

Depending on your particular user role, you can delete data records in the "Company", "User", "Tank", Aggregated tank", "Location", "Product" and "Tank groups" master data.

Notice!

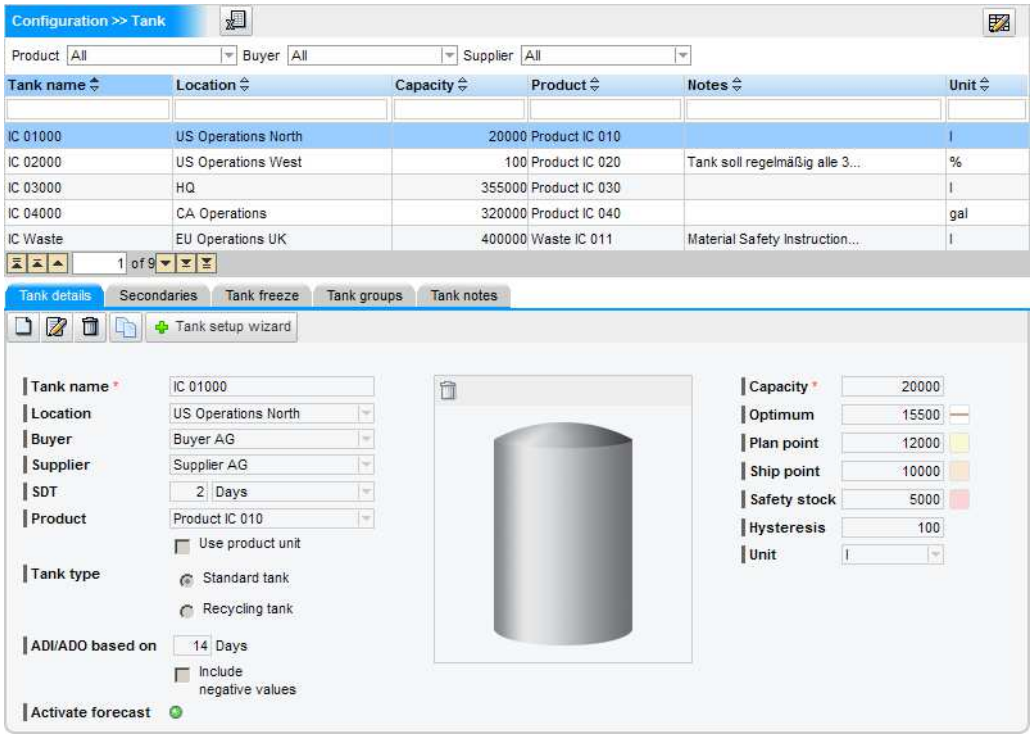
NOTICE

A data record can only be deleted if the  symbol is displayed in the tab. If the symbol is not displayed, the record is linked to other information. These links must be disabled before the data record can be deleted.

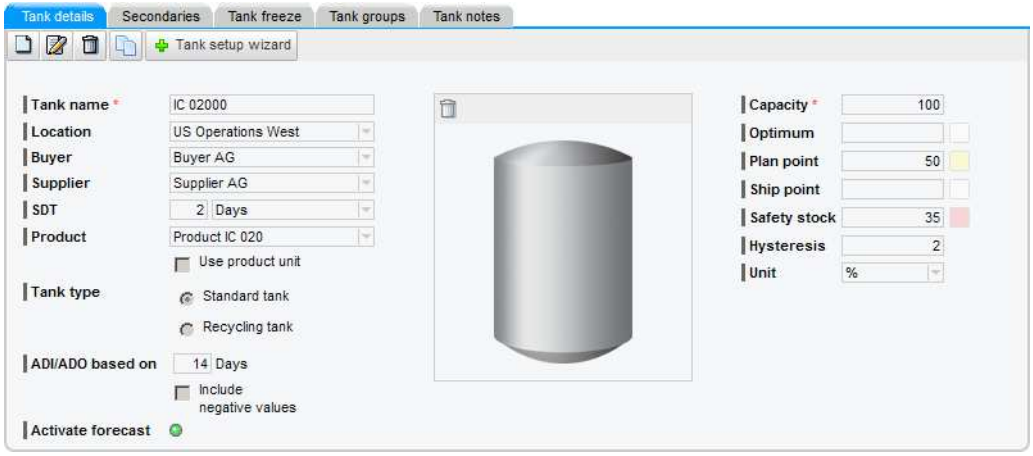
The data for a tank are deleted in the following example. Proceed in the same way for other master data.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.

3. The following detail view is displayed in the Application window:



4. In the overview table, click the tank you want to delete.
5. The related tab is displayed in the lower section of the Application window:



6. Click  to delete the tank.
7. The prompt "Do you really want to delete?" is displayed.
8. Click **OK** to delete the tank. Click **Cancel** to abort the process.

3.6.9 Copying and changing a data record

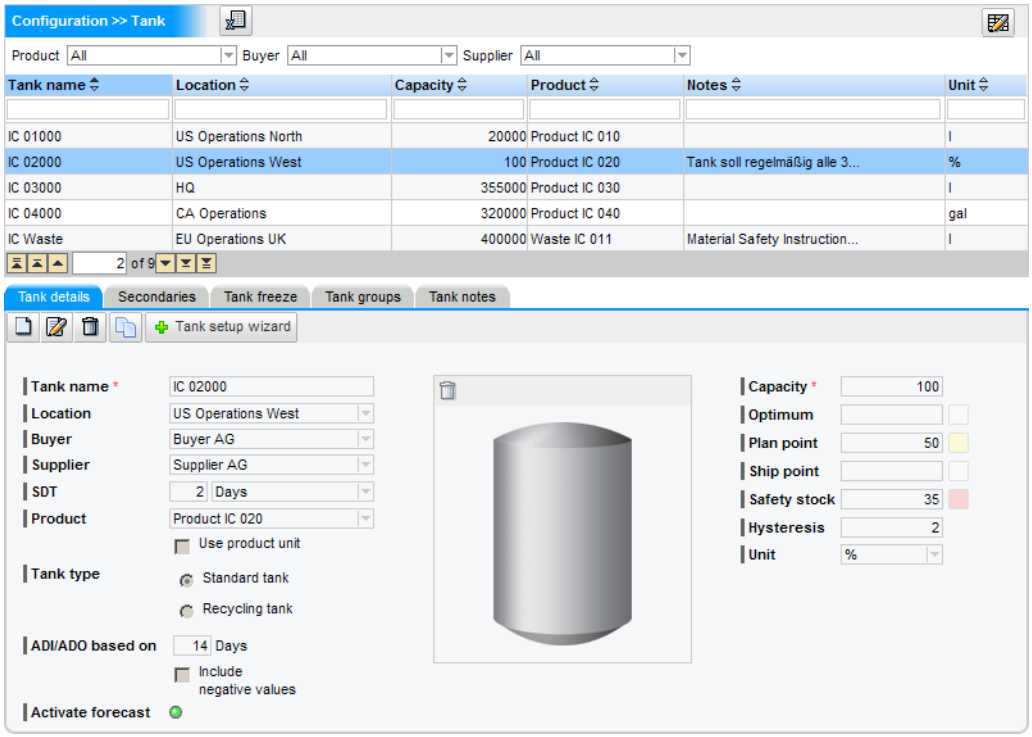
Depending on your user role, you can copy a data record in the following menu items: User, Tank, Aggregated tank, Location, Company, Product, Tank group and Report.

Data (fields) that belong specifically to the data record are not copied. These fields remain empty in the copied data record.

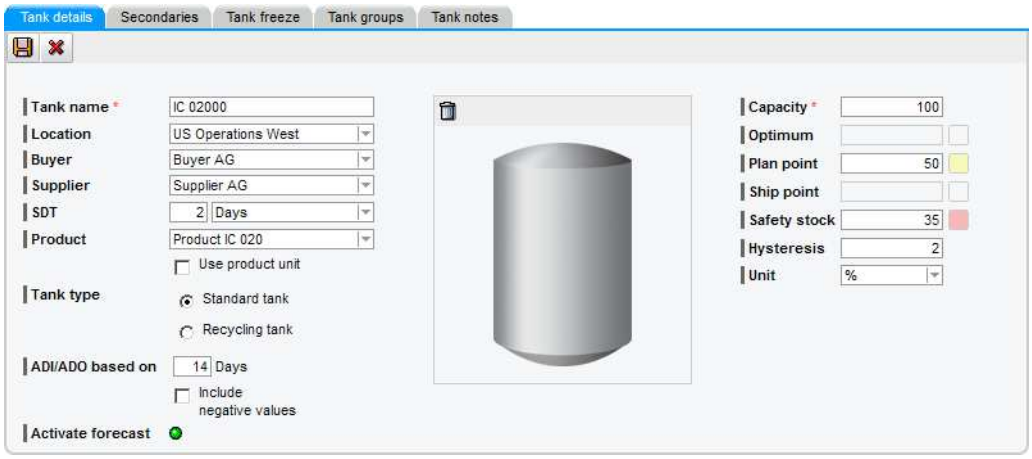
If the function is available, the following button  is displayed.

The data record of a tank is copied in the following example. The same procedure applies if you want to copy other data records.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the overview table, click the tank you want to copy.
4. The following detail view is displayed in the Application window:



5. Click the  button. The data record is displayed in the editing mode.



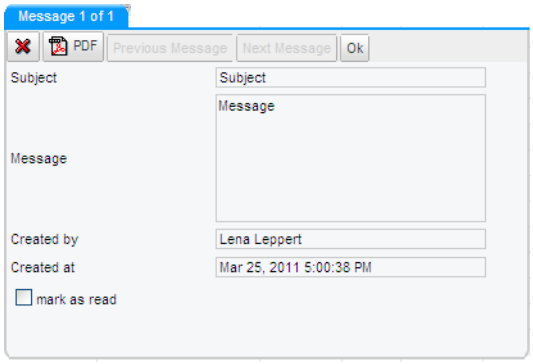
3.7 Receiving messages (messaging)

Notice!

NOTICE

Everyone can receive a notification message.

A message from the system administrator is displayed the next time the user logs on.



The following options are available:

Button/ field	**Meaning**
	Save message as PDF file.
Previous message	This button is displayed if several messages are available. Click the **Previous message** button to view and process previous messages.
Next message	This button is displayed if several messages are available. Click the **Next message** button to view and process subsequent messages.
OK	This button is displayed for the last message. Click **OK** to exit the dialog.
Mark as read	Mark the message as read using the **Mark as read** field.

4 Monitoring tanks – "Tank" workplace

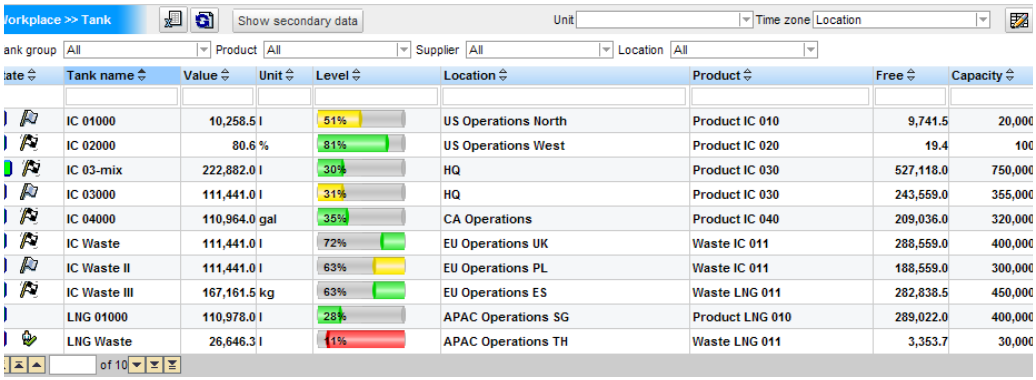
4.1 Viewing tanks and associated information

Notice!

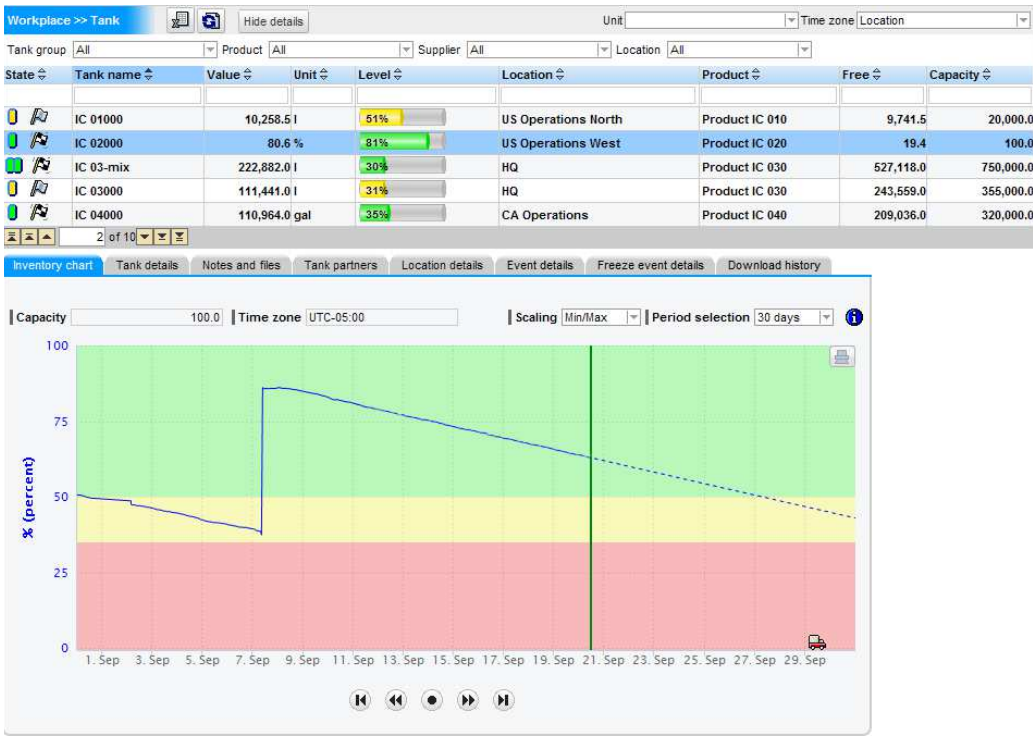
NOTICE

- The **Tank** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.
- The **Notes and Files**, **Tank Partners**, **Location Details** and **Event Details** tabs are displayed only if they contain at least one piece of information.
- The time zone configured for the location is used for the "Tank" menu item (→ See Page 104). "UTC+00:00" is the default value.
- Depending on your configuration, **Objects** are displayed instead of **Tanks**. For more information refer to the appropriate chapter in the Service Manual for System administration.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item. A list of the tanks assigned to you is displayed.



3. In the table, click the tank you want to view in greater detail.
4. The details of the selected tank are displayed in the application window:



5. If you click on another line, the details of the newly selected tank are displayed. Click the **Hide details** button when you want to hide the details again.

6. You can choose the following tabs in the lower part of the application window: Inventory chart, Tank details, Notes and files, Tank partners, Location details, Tank service status, Event details and Download history.

Notice!

NOTICE

SupplyCare distinguishes between standard tanks and recycling tanks. From a standard tank, the product is withdrawn. For a recycling tank, the tank is filled with the product (see Page 90).
In the "Workplace – Tank" view, the current level/available capacity are displayed in graphic form in the "Level" column. For standard tanks, the colored bar drifts from left to right with increasing level. The percentage specified corresponds to the current level. For recycling tanks, the colored bar drifts from right to left with increasing level. The percentage specified corresponds to the currently available capacity.

4.1.1 "Tank" overview table

Pressing the button  in the table header in the overview opens a context menu. Via this context menu, you can show, hide and move table columns.

The following columns are available for the overview table:

Columns	Description
Status	The symbol for the current tank status is shown on the display. See also the "Icons for tanks" chapter, "Status display" section.
Location	Indicates the tank location. The location is the name of the location. The name is selected in the "Configuration" menu in menu item "Tank", field "Location". The location is specified in the "Location" menu item.
Tank name	Indicates the tank name. The field can also be displayed for existing secondary values. ■ Primary value: The tank name for the primary value is entered in the "Tank name" field. Path: Configuration → Tank → Tank details → Tank name ■ Secondary value: The tank names for the secondary values are entered in the "Configuration" menu, "Tank" menu item, "Secondaries" tab, "Name" field.
Level	The current level is indicated as a symbol and a percentage.
Value	Displays the last valid primary value. The field can also be displayed for existing secondary values. ■ The Value field indicates the last valid measured value. ■ For aggregated tanks, the sum of the valid measured values for the associated tanks is displayed. Tanks with status "Out of service" are not included. If all associated tanks are "Out of service", "0" is displayed as the value. ■ The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Unit	Indicates the unit. The field can also be displayed for existing secondary values. ■ The unit for the primary value is selected via the Unit field in the "Tank details" tab. The units for the other measured values (secondary) are selected in the "Profile" menu in the "User preferences" tab. ■ In the case of mass units, the selection for the field "Unit mass" in the "User preferences" menu item has priority over the setting in the "Tank" menu item. ■ In the case of volume units, the selection for the field "Unit volume" in the "User preferences" menu item has priority over the setting in the "Tank" menu item.
Free	The free capacity of the tank is calculated.
Product	The product name is selected in the "Configuration" menu in menu item "Tank", field "Product". The product is specified in the "Product" menu item.
Notes	Indicates whether tank and/or location notes are available.
Optimum	The optimum capacity of the tank is specified in the "Configuration" menu in menu item "Tank", field "Optimum". The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.

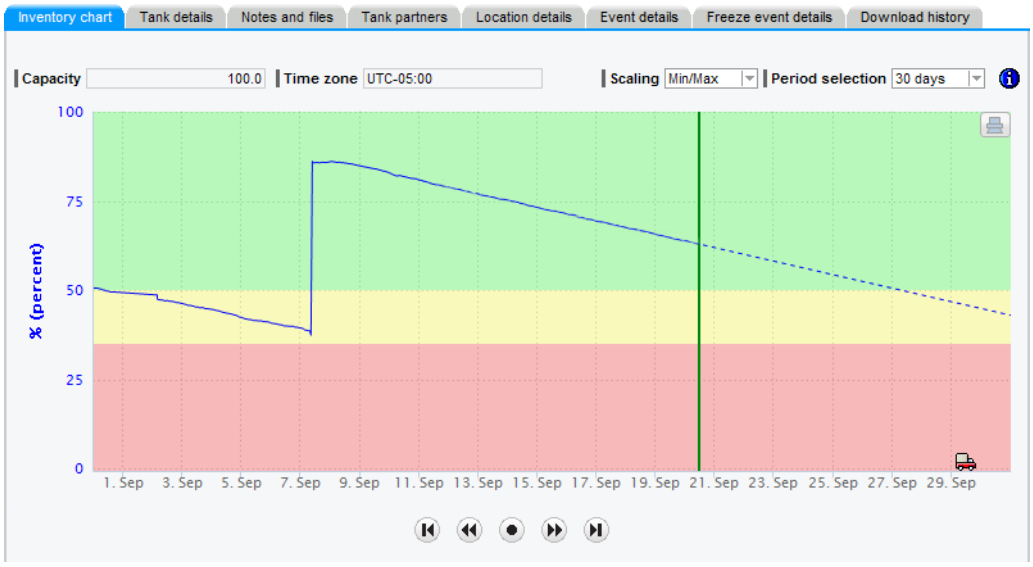
Columns	Description
Capacity	The capacity of the tank is specified in the "Configuration" menu in menu item "Tank", field "Capacity". The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
PP (plan point)	Tank plan point. The field can also be displayed for existing secondary values. The plan point of the tank is specified in the "Configuration" menu in menu item "Tank", field "Plan point". The value entered in the "Secondaries" tab is used here for secondary values. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
SP (ship point)	The ship point of the tank is specified in the "Configuration" menu in menu item "Tank", field "Ship point". If the "Recycling" check box is enabled, the ship point is not displayed. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
SST (safety stock)	Tank safety stock. The field can also be displayed for existing secondary values. The safety stock of the tank is specified in the "Configuration" menu in menu item "Tank", field "Safety stock". The value entered in the "Secondaries" tab is used here for secondary values. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Hysteresis	The hysteresis serves to prevent constant event messages, e.g. due to a fluctuating level. The field can also be displayed for existing secondary values. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Out of service	The field is activated if the tank is currently "Out of service".
From date	Indicates the date as of which a tank was, is or will be "Out of service".
To date	Indicates the date until which a tank was, is or will be "Out of service".
Supplier	Indicates the responsible supplier. The supplier is created as a company.
Buyer	Indicates the buyer. The buyer is created as a company.
Buyer ID	Is equivalent to the "ID" field in the "Company details" tab in the "Company" menu item.
SDT (standard delivery time/standard disposal time)	Standard tanks: The standard delivery time for the tank is specified in the "Configuration" menu in menu item "Tank", field "Standard delivery time". Recycling tank: The standard disposal time for the tank is specified in the "Configuration" menu in menu item "Tank", field "Standard disposal time".
Time unit	Time unit used for the "SDT" field (standard delivery/disposal time).
Time stamp	Time stamp for the last measured value. The field can also be displayed for existing secondary values. ■ The time stamp of the time zone for the last valid measured value is used. Also see "Time zone" field. ■ In the case of aggregated tanks, the time stamp from the associated tank which supplied the most recent measured value is used.
Time zone	Time zone of time stamp. The field can also be displayed for existing secondary values. The time zone of the location is used.
DSST (days until the safety stock is reached)	Indicates the estimated number of days remaining until the safety stock is reached. The value is calculated with the average quantity per day. The calculated average quantity is based on the "Forecast based on" value.
PD (planned delivery/planned disposal)	The date and time for the next planned delivery are displayed for standard tanks. The date and time for the next disposal are displayed for recycling tanks. The field is empty if no delivery or disposal has been planned. The time zone of the location is used.

Columns	Description
PD amount (amount for planned delivery/amount for planned disposal)	Amount for the planned delivery and disposal. The unit corresponds to the unit in the "Unit" column.

4.1.2 Inventory chart

The historical and expected pattern for the inventory is displayed in the diagram for the period selected. The distribution is 2/3 for the history (measured values) and 1/3 for extrapolation (calculated values).

If the tank is out of service, only the historic pattern of the inventory is displayed. The expected pattern for the inventory is not displayed.



Via the **Scaling** field, choose between the minimum/maximum scaling and automatic scaling. If "Min/Max" is chosen, the inventory is displayed between "0" and "Capacity". "Auto" displays the inventory between the smallest and largest displayable value – including forecast values.

Select the period of time for the inventory chart via the **Period selection** field.
The current **limit values** are specified as horizontal lines in various colors:

Color	Standard tanks	Recycling tanks
	Range between the Optimum and Plan point limit values	Range between Empty (value 0) and the Plan point limit value
	Range between the Plan point and Ship point limit values	Range between the Plan point and Safety stock limit values
	Range between the Ship point and Safety stock limit values	not present
	Range between the Safety stock limit value and Empty (value 0)	Range between the Safety stock and Capacity limit values

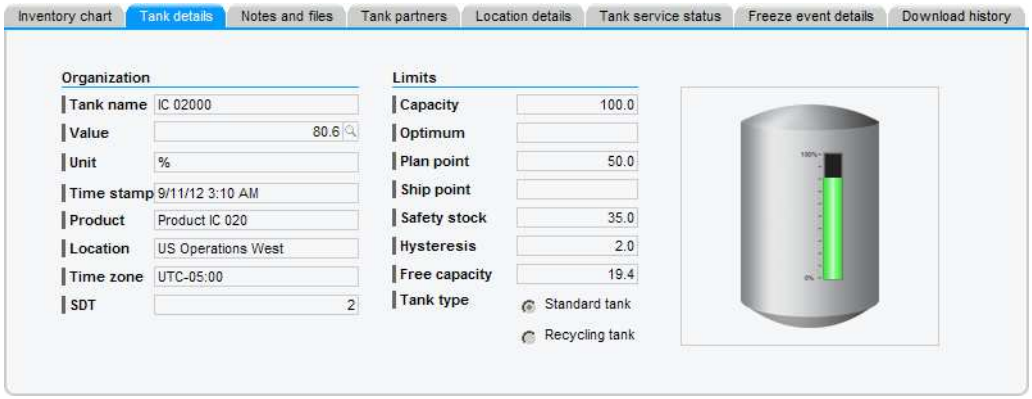
NOTICE

Notice!

- Click the button to print the inventory chart.
- If you want to zoom into a specific period, see Page 49.

4.1.3 Tank details

The tab displays information on the tank and limit values.



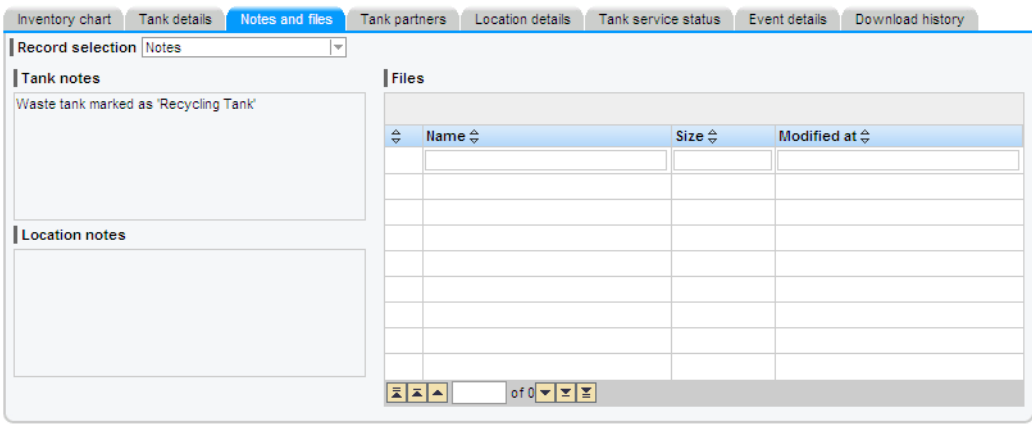
Description of fields

Field	Description
Tank name	The tank name is selected in the "Configuration" menu in menu item "Tank", field "Tank name".
Value	Last primary value ■ The Value field indicates the last valid measured value. ■ For aggregated tanks, the sum of the valid measured values for the associated tanks is displayed. Tanks with status "Out of service" are not included. If all associated tanks are "Out of service", "0" is displayed as the value. ■ The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Unit	Last unit of primary value ■ The unit is specified in the "Tank" menu item. ■ In the case of mass units, the selection for the field "Unit mass" in the "User preferences" menu item has priority over the setting in the "Tank" menu item. ■ In the case of volume units, the selection for the field "Unit volume" in the "User preferences" menu item has priority over the setting in the "Tank" menu item.
Time stamp	Time stamp of last primary value ■ The time stamp of the time zone for the last valid measured value is used. Also see "Time zone" field. ■ In the case of aggregated tanks, the time stamp from the associated tank which supplied the most recent measured value is used.
Product	The product name is selected in the "Configuration" menu in menu item "Tank", field "Product". The product is specified in the "Product" menu item.
Location	The location is selected in the "Configuration" menu in menu item "Tank", field "Location". The location is specified in the "Location" menu item.
Time zone	Time zone of time stamp. The time zone of the location is used.
Standard delivery time in days or hours	The standard delivery time for the tank is specified in the "Configuration" menu in menu item "Tank", field "Standard delivery time".
Capacity	The capacity of the tank is specified in the "Configuration" menu in menu item "Tank", field "Capacity". The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Optimum	The optimum capacity of the tank is specified in the "Configuration" menu in menu item "Tank", field "Optimum". The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.

Field	Description
Plan point	The plan point of the tank is specified in the "Configuration" menu in menu item "Tank", field "Plan point". The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Ship point	The ship point of the tank is specified in the "Configuration" menu in menu item "Tank", field "Ship point". If the "Recycling" check box is enabled, the ship point is not displayed. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Safety stock	The safety stock of the tank is specified in the "Configuration" menu in menu item "Tank", field "Safety stock". The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Hysteresis	The hysteresis serves to prevent constant event messages, e.g. due to a fluctuating level → See Page 91. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Free capacity	The free capacity of the tank is calculated.
Recycling	By activating the "Recycling" check box, you specify that the tank is a "Recycling"-type tank. The display of the inventory chart and the event messages are adapted to this tank type → See Page 90.
Constituent tanks	This field is displayed for aggregated tanks only. All corresponding tanks are displayed in this list.
Value (aggregated tanks)	This field is displayed for aggregated tanks only. The "Value" field shows the last valid measured value for the tank selected in the "Constituent tanks" list. The number of places after the decimal point is defined in the "Configuration" menu, "Unit" menu item.
Out of service	This field is displayed for aggregated tanks only. The field is activated if the tank selected in the "Constituent tanks" list is out of service.
Bad measurement(s)	This field is displayed for aggregated tanks only. The field is activated if the tank selected in the "Constituent tanks" list returns bad measurement data.

4.1.4 Notes and files

Notes, data and files pertaining to the tank and location are displayed in this tab.



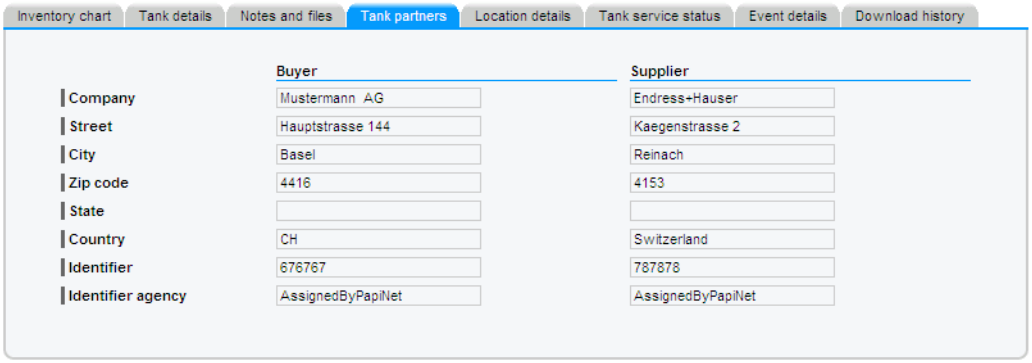
Via the **Record selection** field, choose whether the **Notes** or **Data should be displayed.**

Via the **Files** table, you can open the files and save them locally as follows:

1. Click the **File name** (hyperlink) in the **Name** column in the table.
2. A dialog box opens. Here you can choose whether you want to open the file or save it.
3. Click **OK** to open or save the file. Click **Cancel** to abort the process.

4.1.5 Tank partners

Information on the buyer and supplier is displayed in this tab. If no buyer/supplier is currently assigned to the selected tank, this tab is not visible.



Notice!

NOTICE The tank partner, buyer and supplier are assigned to the tank via the Configuration menu in the Tank menu item, Tank details tab (see Page 86).

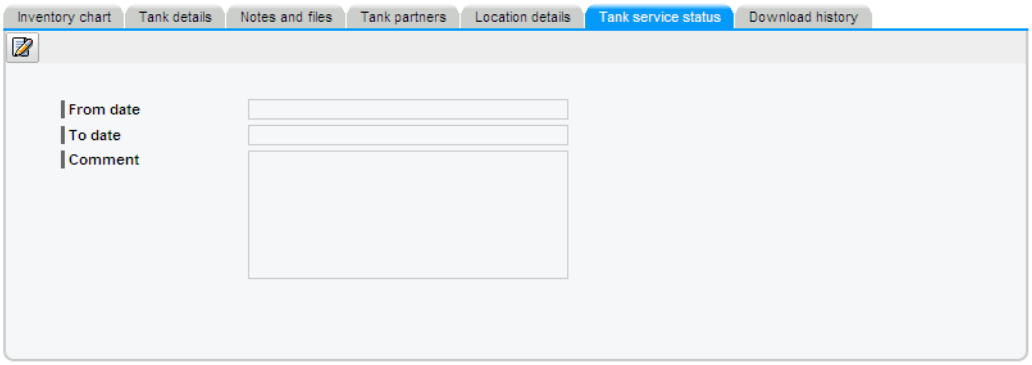
4.1.6 Location details

Information on the tank location is displayed in this tab.



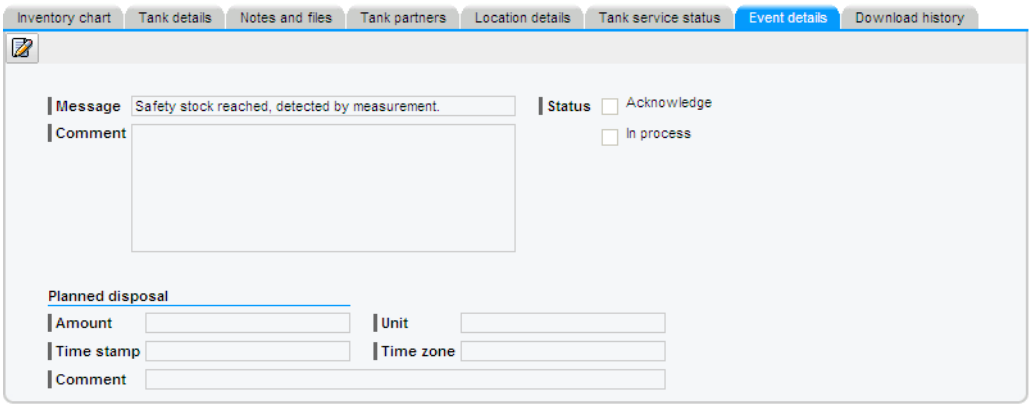
4.1.7 Tank service status

Information on the tank service is displayed in this tab.



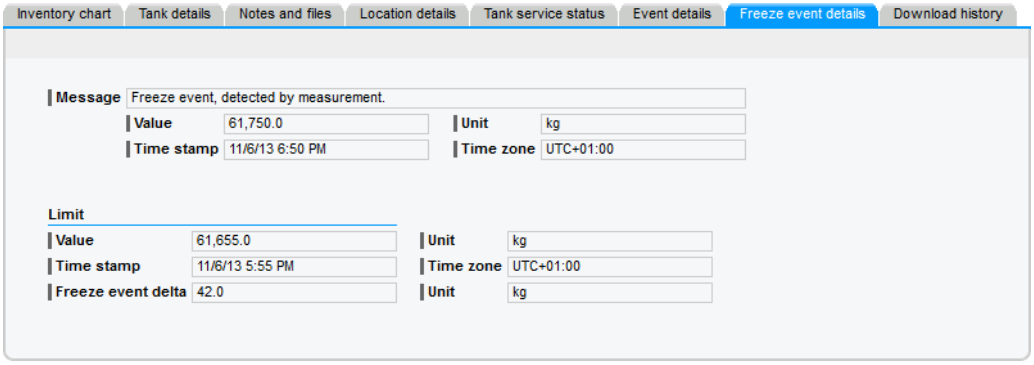
4.1.8 Event details

The event details for the currently applicable event, e.g. "Safety stock reached", for the selected tank are shown in this tab. If no event is currently applicable for the selected tank, this tab is not visible. For a description of the **Event details** tab, see Page 54.



4.1.9 Freeze event details

The event details for the currently applicable freeze event for the selected tank, are shown in this tab. If no freeze event is currently applicable for the selected tank, this tab is not visible.
For a description of the **Freeze event details** tab, refer to Page 56.



4.2 Editing tank service status

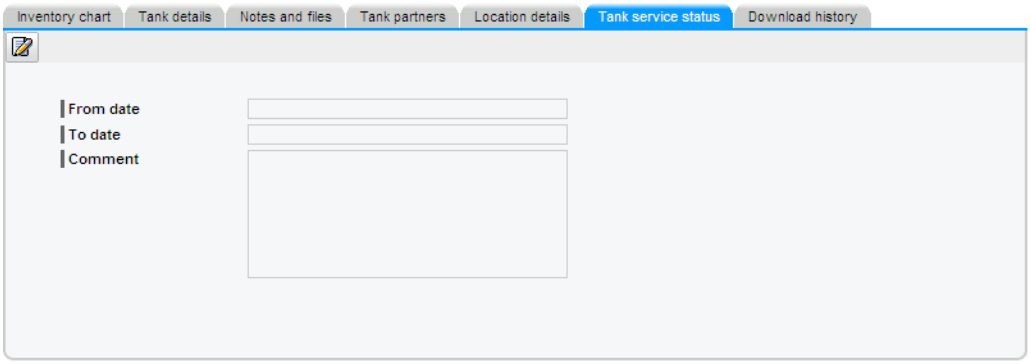
Notice!

NOTICE

Only users with the **Operator** user role can specify or change the service status of a tank. All other user roles can only read this tab.

If a tank is out of order for a service, this is shown in the tank overview table by the symbol for individual tanks and the symbol for aggregated tanks. Measured values are no longer updated. Notifications of tank events are no longer produced.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item. A list of the tanks assigned to you is displayed.
3. In the overview table, select the tank whose service status you want to edit.
4. In the lower section of the application window, select the **Tank service status** tab.



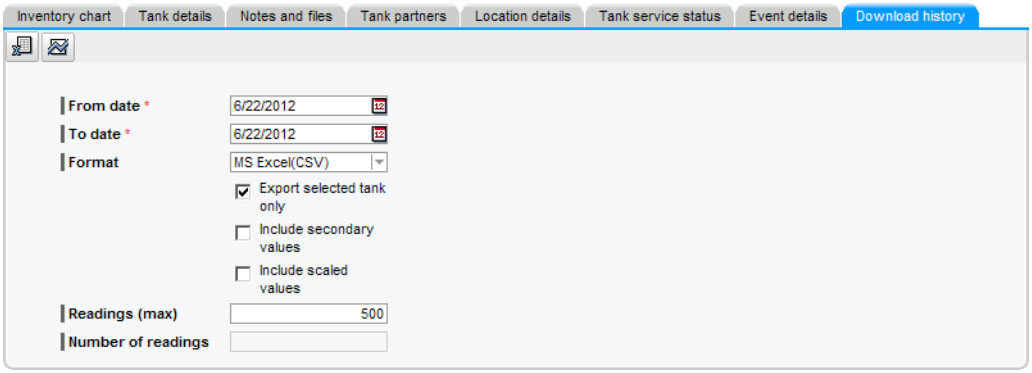
5. Click the button.
6. The tab is displayed in the edit mode.
7. Select a time in the future when you want to put the tank out of service. You can either enter the date directly in the **Start date** and **End date** fields or use the button. When entering the date directly use the dd.mm.yy format. The "UTC+00:00" time zone is used for the start and end date.
8. If necessary, enter a comment in the **Comment** field.
9. Click to save your changes. Click to abort the process.

4.3 Download history

The following options are available via the **Download history** tab:
- Save measured value history for all tanks shown in the overview or for one tank selected in the overview in CSV format.
- Display measured value history for one tank selected in the overview in a diagram.

The CSV file contains the following data: Tank name, Time stamp, Value, Unit, Optimum, Plan point, Ship point, Safety stock and Measuring point (see Page 44).

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item. A list of the tanks assigned to you is displayed.
3. In the overview table, select the tank whose history you want to view as a chart or save as a CSV file.
4. In the lower section of the application window, select the **Download history** tab.



5. Select a time in the past for which you want to download data. You can either enter the date directly in the **Start date** and **End date** fields or use the button. When entering the date directly use the dd.mm.yy format. The "UTC+00:00" time zone is used for the start and end date.
6. If you want to download the measured value history as a file, MS Excel (CSV) is available as the **Format**.
7. Activate the check box **Export selected tank only,** if you only want to download the data from the selected tank. Deactivate the check box if you want to download the data from all of the tanks shown in the table.
8. Activate the check box **Include secondary values**, if you also want to download the secondary values. This information is only relevant when downloading the data as an Excel file.
9. Activate the check box **Include scaled values**, if you also want to download the scaled values.
10. Via the field **Readings (max.)**, specify the maximum number of primary values per tank.
11. Click the buttons to display the measured value history in a diagram. If the selected tank is out of service, only the historic pattern of the inventory is displayed. The expected pattern for the inventory is not displayed.
12. Click the button to download the measured values as an Excel spreadsheet

CSV file

The CSV file has the following structure:

Tank name	Time stamp	Value	Unit	Optimum	Plan point	Ship point	Safety stock	R (Recycling tank)	Recycling tank Plan point	Recycling tank Safety stock	Measuring point
TANK_01	1/13/10 6:40 AM	1.76	l	0	0	0	0	1	7.0	3.0	1
TANK_01	1/13/10 6:49 AM	5	A	0	0	0	0	1	7.0	3.0	2
TANK_01	1/13/10 6:58 AM	1	V	0	0	0	0	1	7.0	3.0	3
TANK_01	1/13/10 7:07 AM	28	°C	0	0	0	0	1	7.0	3.0	4
TANK_01	1/14/10 6:43 AM	1.757	l	0	0	0	0	1	7.0	3.0	1
TANK_01	1/14/10 6:52 AM	6	A	0	0	0	0	1	7.0	3.0	2
TANK_01	1/14/10 7:01 AM	2	V	0	0	0	0	1	7.0	3.0	3
TANK_01	1/14/10 7:10 AM	29	°C	0	0	0	0	1	7.0	3.0	4
TANK_01	1/15/10 6:46 AM	1.754	l	0	0	0	0	1	7.0	3.0	1
TANK_01	1/15/10 6:55 AM	7	A	0	0	0	0	1	7.0	3.0	2
TANK_01	1/15/10 7:04 AM	3	V	0	0	0	0	1	7.0	3.0	3
TANK_01	1/15/10 7:13 AM	30	°C	0	0	0	0	1	7.0	3.0	4
TANK_02	1/13/10 6:40 AM	2.76	l	10.0	8.0	7.0	3.0	0	0	0	1
TANK_02	1/13/10 6:49 AM	2.5	A	10.0	8.0	7.0	3.0	0	0	0	2
TANK_02	1/13/10 6:58 AM	31	V	10.0	8.0	7.0	3.0	0	0	0	3
TANK_02	1/13/10 7:07AM	2.8	°C	10.0	8.0	7.0	3.0	0	0	0	4
TANK_02	1/14/10 6:43 AM	2.757	l	10.0	8.0	7.0	3.0	0	0	0	1
TANK_02	1/14/10 6:52 AM	2.6	A	10.0	7.0	7.0	3.0	0	0	0	2
TANK_02	1/14/10 7:01 AM	32	V	10.0	7.0	7.0	3.0	0	0	0	3
TANK_02	1/14/10 7:10 AM	2.9	°C	10.0	7.0	7.0	3.0	0	0	0	4
TANK_02	1/15/10 6:46 AM	2.754	l	10.0	8.0	7.0	3.0	0	0	0	1
TANK_02	1/15/10 6:55 AM	2.7	A	10.0	8.0	7.0	3.0	0	0	0	2
TANK_02	1/15/10 7:04 AM	33	V	10.0	8.0	7.0	3.0	0	0	0	3
TANK_02	1/15/10 7:13 AM	3.0	°C	10.0	8.0	7.0	3.0	0	0	0	4

NOTICE

Notice!

- The language of the header of the CSV file depends on the language setting in the browser.
- The table is sorted first by tank name, then by time stamp. The "UTC+00:00" time zone is always used for the time stamp.
- The column "R" provides information about the tank type. "0" stands for standard tank. "1" stands for recycling tank.
- The date and time are displayed as follows in the standard factory setting: yyyy-MM-dd, HH:mm:ss

4.4 Viewing secondaries

A range of measuring devices allows additional measured variables (secondary) to be recorded in addition to the primary variable.

If secondary values have also been assigned to a tank, you can view these values in the "Workplace – Tank" view in the overview table, in the "Inventory chart" tab and in the "Tank details" tab. A maximum of one primary value and eight secondary values can be assigned to a tank.

Notice!

NOTICE

- The unit for the primary value is specified via the "Unit" field in the "Tank details" tab. In the case of mass units and volume units, priority is given to your settings for the "Mass unit" or "Volume unit" fields in the "User preferences" menu item.
- The units for the secondary values are specified in the "Measuring point details" tab in the "Engineering unit (for application)" field.

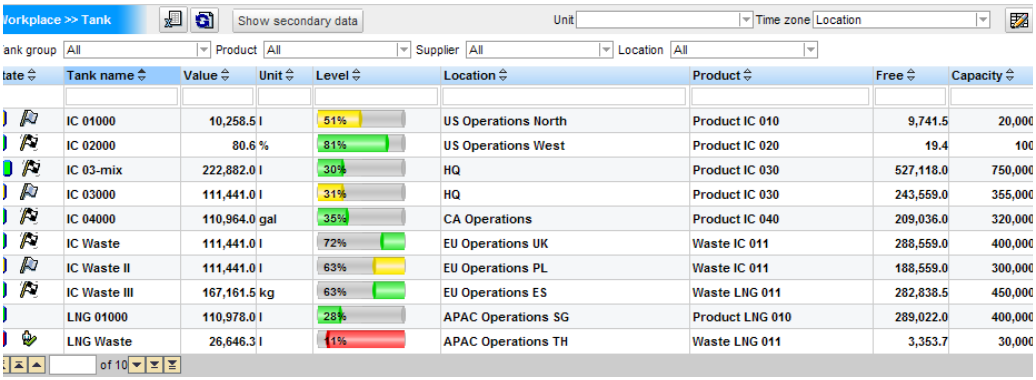
4.4.1 Viewing secondaries in the overview table in the "Tank" menu item

Notice!

NOTICE

The secondary values are hidden or displayed depending on the system settings. The secondary values are hidden in the default standard setting.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The following detail view is displayed in the Application window:



4. Click the **Show secondary data** button.
5. All the associated secondary data are shown underneath the specific tanks. Of the secondary data, the following data are shown if available: Tank name, Value, Unit, Hysteresis, Limit 1 and Limit 2. The tank name corresponds to the "Name" field in the "Secondaries" tab in the "Tank" menu item.
6. Click the **Hide secondary data** button to hide the secondary data.

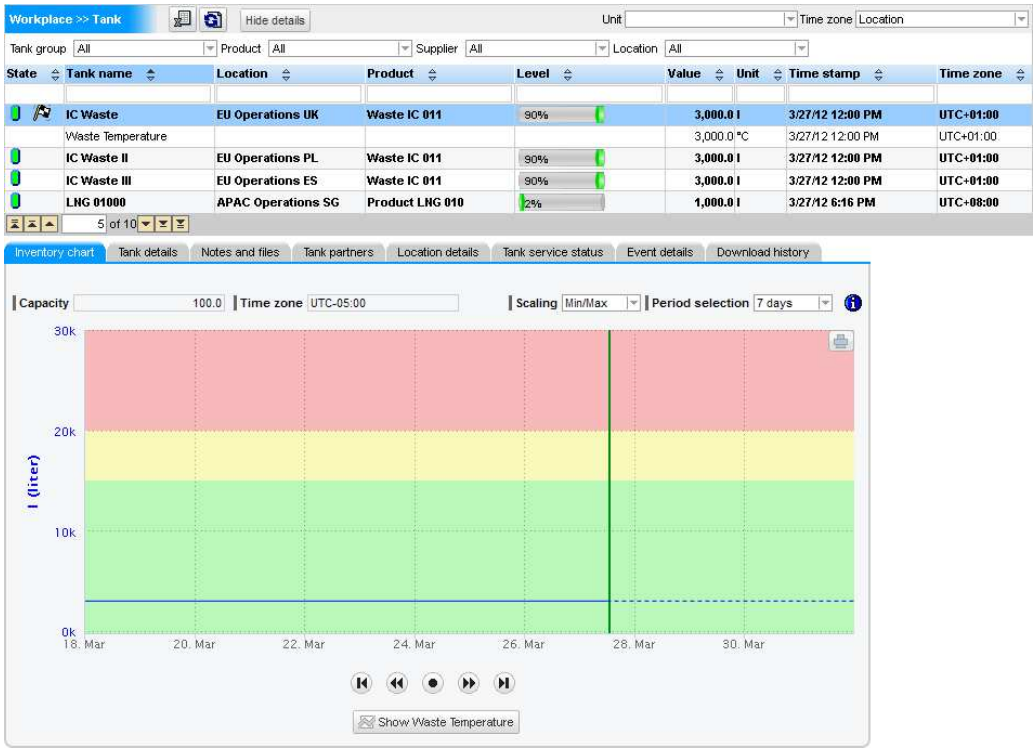
4.4.2 Viewing secondaries in the inventory chart

Notice!

NOTICE

Users with the **Master Data** user role can specify a name via the "Secondaries" tab in the "Tank" menu item. This name is used in the overview table for the button and the graph. If no name has been entered, the secondary values are given the default names Secondary[1], Secondary[2], Secondary[3], Secondary[4], Secondary[5], Secondary[6], Secondary[7] and Secondary[8].

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank whose secondary data you want to display in the "Inventory chart" tab.
4. The following detail view is displayed in the Application window:



The inventory chart displays the graph for the primary value.

5. Click the **Show [Name]** button beneath the chart.
   Depending on the number of secondary values that have been assigned to the tank, the appropriate number of "Show [Name]" buttons are displayed beneath the inventory chart.
6. Click the **Hide [Name]** button to hide the specific graph.

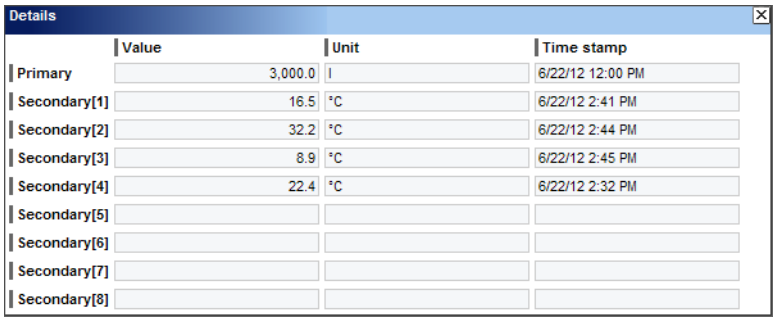
Notice!

NOTICE

- Click the button to print the inventory chart.
- If you move the cursor over the graph, the specific value and time stamp are displayed for the individual point in the graph.

4.4.3 Viewing secondary data via the "Tank details" tab

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to display secondary data.
4. Select the **Tank details** tab.
5. Click the button beside the **Value** field.
6. The following screen appears:



The magnifying glass cannot be selected in the following cases:
- No secondary values are assigned to the selected tank.
- The tank supplies a faulty measured value.
- The tank is out of order.
- The tank is assigned to an aggregated tank.

4.5 Viewing historical values and forecast values in the inventory chart

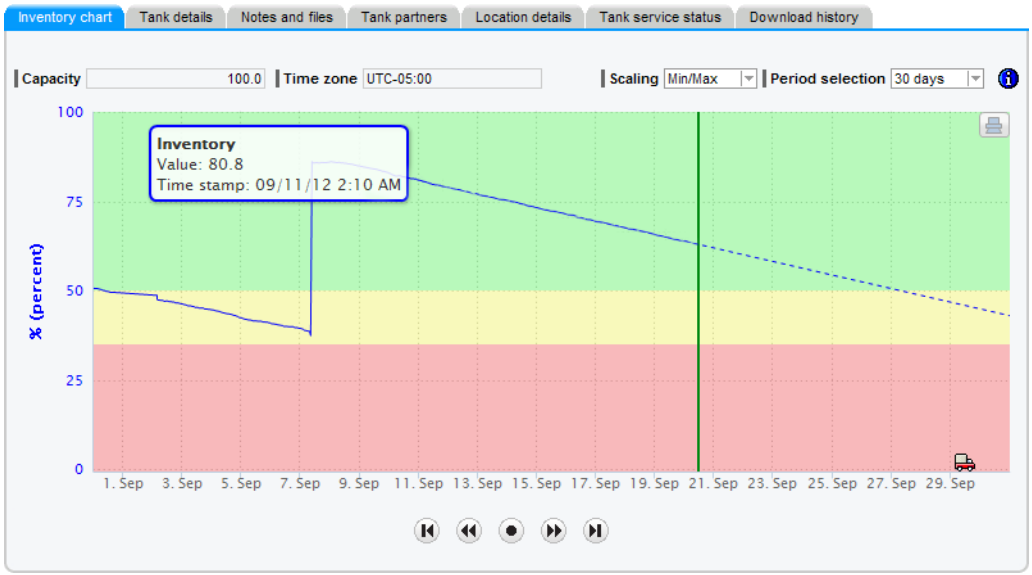
The inventory chart displays the values measured up to the present date with a continuous line and the values calculated from the present date with a broken line. No forecast values are available for secondary values.

In the case of standard tanks, the forecast values are calculated from the "Average daily outflow" value. In the case of recycling tanks, the forecast values are calculated from the "Average daily inflow" value.

The inventory chart offers the following additional functionalities:

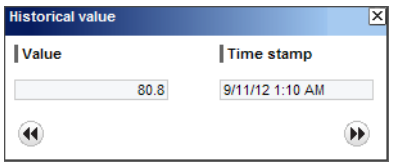
Mouseover function

Additional information is displayed if you move the cursor over a graph in the inventory chart. If the point in the graph is in the past, the "Inventory" window appears with information on the measured value and the time stamp. If the point in the graph is in the future, the "Forecast" window appears with information on the calculated value and the time stamp.



Clicking on a point in the graph

A dialog box appears if you click on a point in the graph with the cursor. The **Historical value** dialog box appears for the values measured in the past. The **Forecast value** dialog box appears for the calculated values in the future. The **Current value** dialog box appears for the last measured value received.



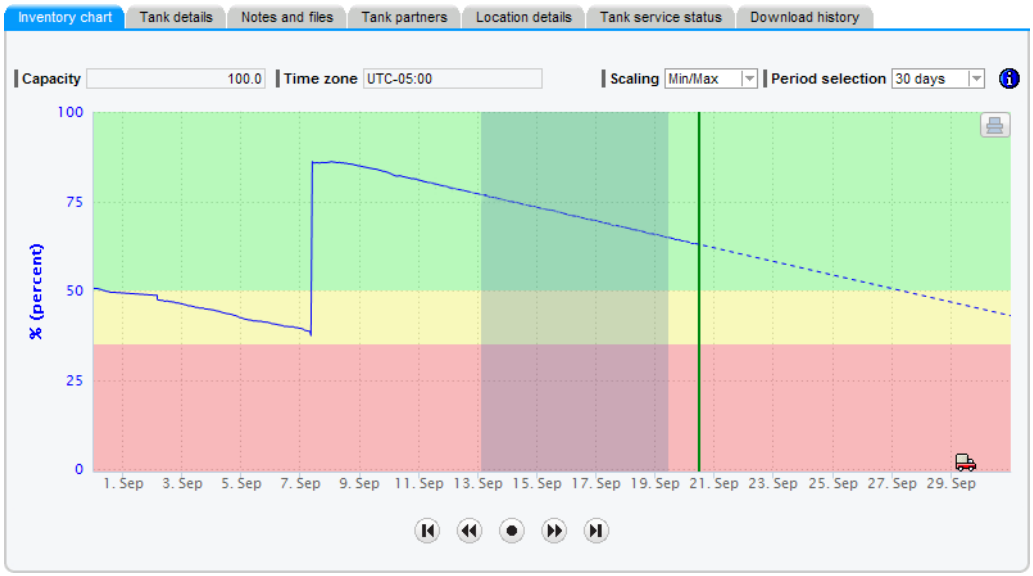
Navigating via the dialog box

The "Value" field in the dialog box displays the measured value for the past and the calculated value for the future. The "Time stamp" field displays the associated date and time. Click the ◀◀ button to view the older measuring points. Click the ▶▶ button to view the more recent measuring points. If you want to view points that are further back in time, change the number of displayed days in the "Period selection" field.

4.6 Zoom functions in the inventory chart

You can use the zoom function to enlarge a maximum section of 12 hours in the inventory chart to get a closer look at the data.

1. Set the start of the zoom-in zone. Proceed as follows:
   – Using the left mouse button, click the desired starting point.
   – While holding the left mouse button, drag the mouse to the left or right.
   – The selected zone is marked with a dark background. You can move the zone to the left or right by dragging the mouse.
2. Click the left mouse button to select the end of the zoom-in zone.
3. The inventory chart with the selected zone is loaded.
4. Click **Reset zoom** to zoom out again.



4.7 Planning disposal and delivery via the inventory chart

Notice!

NOTICE

Only users with the **Scheduler** user role can plan deliveries for standard tanks and disposals for recycling tanks.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the overview table, select the tank for which you want to plan a disposal or delivery.
4. In the lower section of the application window, select the **Inventory chart** tab.
5. Click the graph in the inventory chart for the date you are planning a disposal or delivery. The planned date must be in the future.
6. The **Forecast value** dialog box is displayed.
7. Click the **Plan delivery** (standard tanks) or **Plan disposal** (recycling tanks) button.
8. The **Plan delivery** dialog box appears for standard tanks. The **Plan disposal** dialog box appears for recycling tanks.
9. Click the  button.
10. The dialog box appears in the editing mode.
11. You can view and enter the following data here:
    - **Value:** Displays the projected level
    - **Delivery date and time**: The day selected in the calendar is used for the date. The time is predefined.
    - **Amount:** Enter the planned amount.
    - **Range:** This field shows the number of days before the safety stock is reached for the amount entered. In the case of standard tanks, the number of days is calculated from the "Average daily outflow" value. In the case of recycling tanks, the number of days is calculated from the "Average daily inflow" value.
    - **Refresh range:** Via the  button, the "Range field is updated for the amount entered.
    - **Comment:** Enter a comment or note.
12. Click  to save your changes. Click  to abort the process.
13. A delivery van icon  indicates the delivery and disposal in the inventory chart. If you move the cursor over the delivery van field, information on the planned delivery or disposal is displayed along with the delivery date and time.

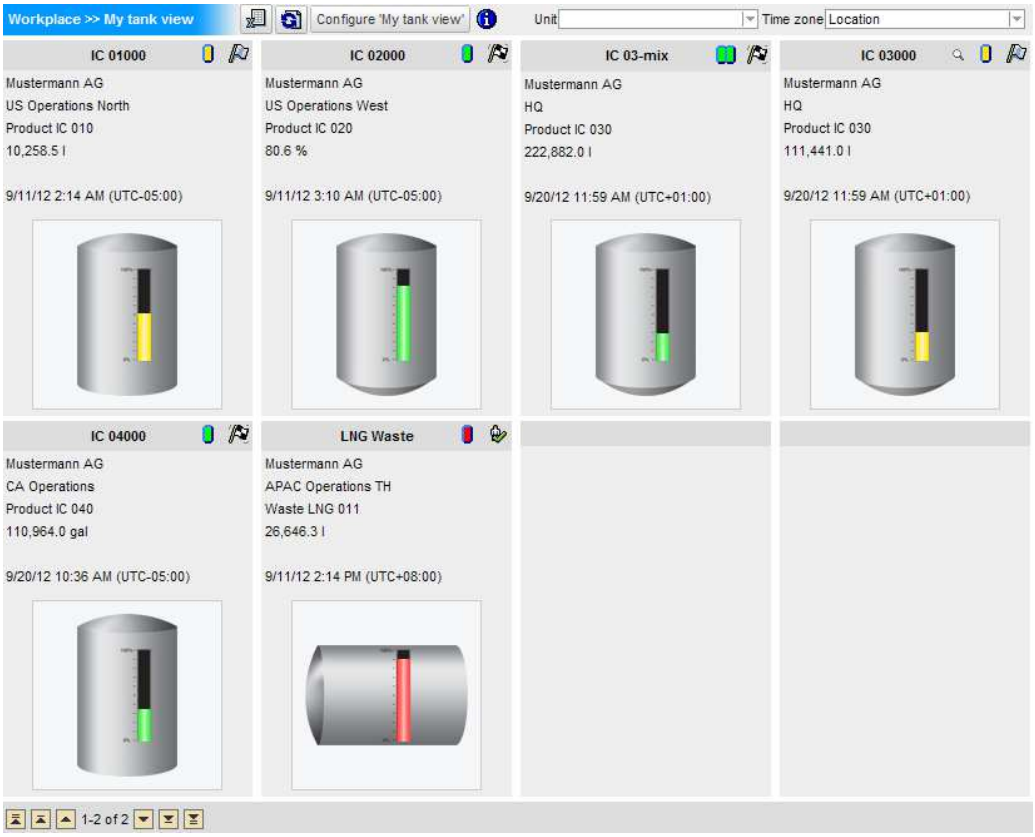
5 Viewing personalized tank view – "My tank view" workplace

The personalized tank view shows you the tanks that you selected in your user profile in the **My tank view** tab (see Page 175).

Notice!

NOTICE The **My tank view** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **My tank view** menu item.
3. You are shown a list of all the tanks which you selected in the user profile.



4. Where available, the following primary data are displayed for every tank: Tank name, Company name, Location, Product, Value with unit, Time stamp with time zone.

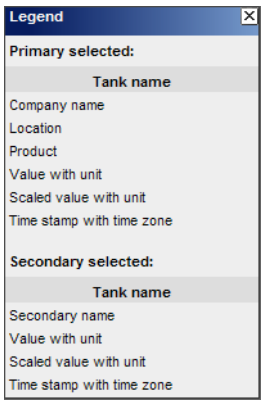
Notice!

NOTICE The last primary value is displayed. For aggregated tanks, the sum of all the last measured values for the associated tanks is displayed.

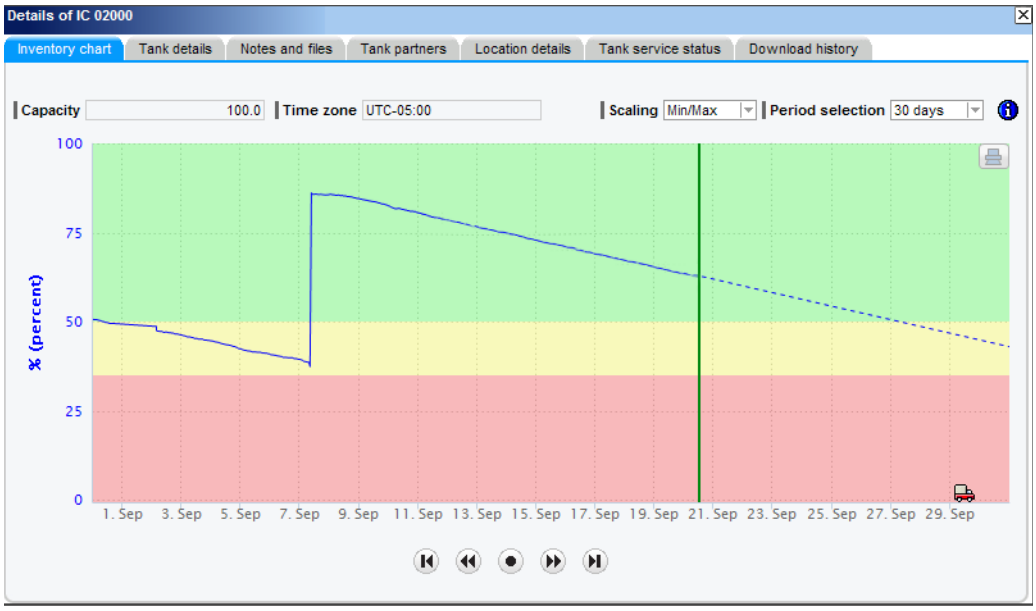
To update the view and call up new measured data, click the button.

Click the button to export the content displayed to an Excel file.

Click the button to display the legend. You can move the legend to another location by pointing the cursor at the blue title bar and pressing and holding the left mouse button.



5. Click the picture of the tank if you would like to see more tank details.

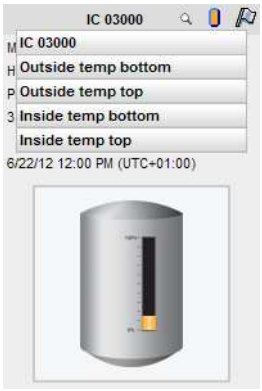


5.1 Viewing secondaries

Notice!

NOTICE The button is also displayed if secondary data are available for the tank.

1. Click the button to display the secondary data.
2. A submenu opens. The first menu item displays the tank name of the primary value. This can be followed by up to eight secondary names.



3. Select the appropriate secondary name.
4. The following secondary data are displayed: Tank name, Secondary name, Value with unit, Time stamp with time zone.
   Click the button again to return to the primary data. Select the tank name of the primary value in the submenu.

6 Editing events – "Event" workplace

6.1 Event management – Status and weighting of events

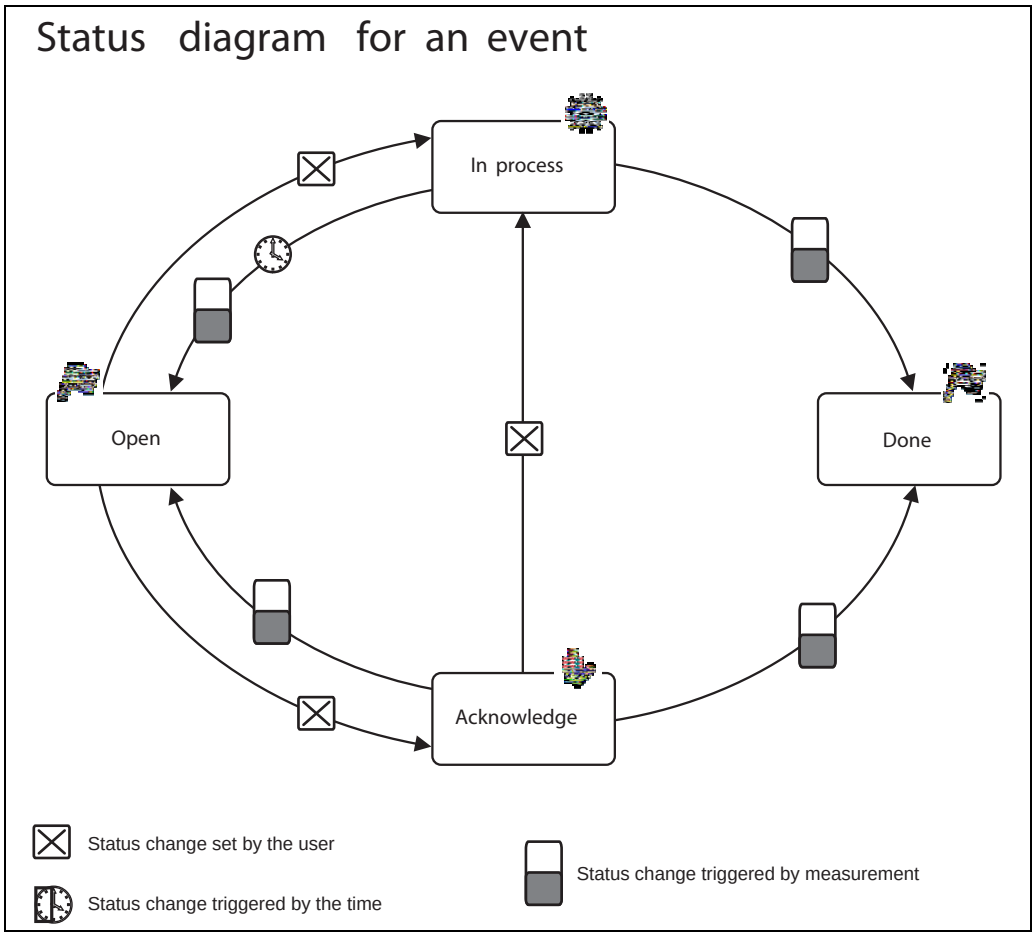
An event is triggered if a limit value is undershot (Plan point, Ship point, Safety stock). The status of the event is then set to **Open**. The weighting (severity) is derived from the limit value, i.e. reaching the plan point is categorized as not critical (low) while reaching the safety stock level is regarded as very critical (high).

Once an event has been generated, the user can change the status to **Acknowledged** or **In process**. To making it easier to track events later, the change is stored with a time stamp and user name.

If a critical limit is reached, determined by another measurement, the status of the event is set to **Open**. If an inventory that is above the plan point is detected for standard tanks, and if an inventory that is below the plan point is detected for recycling tanks, the event assumes the status **Done** and no other activities are required.

A point must be noted with the **In process** status. If the tank is not refilled by the set resubmission date, the event status returns to **Open**.

The following diagram shows the status for an event in SupplyCare Enterprise:



6.2 Viewing event messages

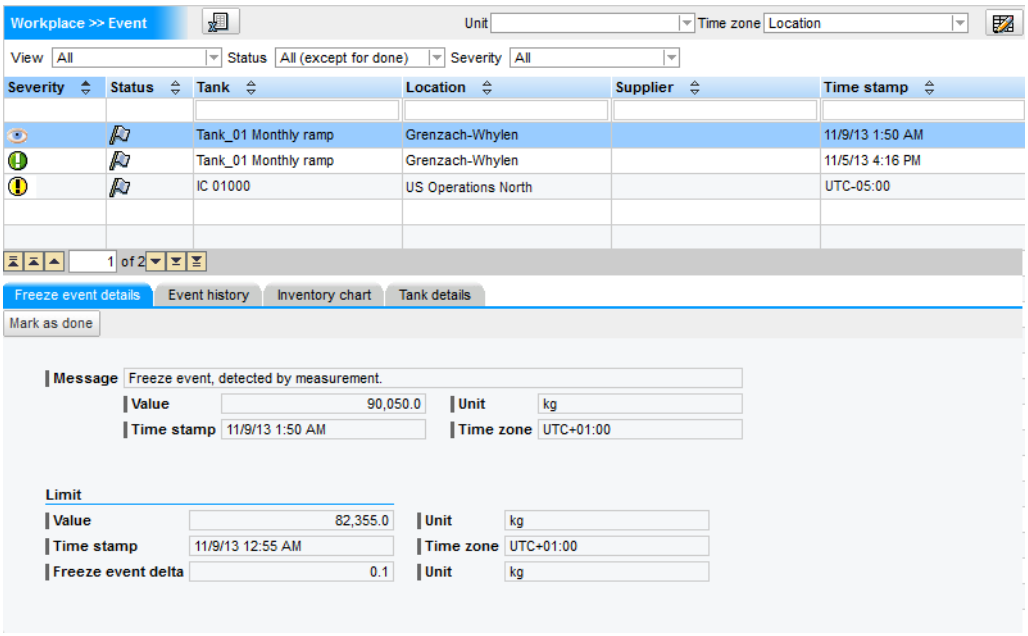
Notice!

NOTICE

- The **Event** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.
- The time zone configured in the "User preferences" menu item is used for the "Event details/Freeze event details" and "Event history" tabs (see Page 177). "UTC+00:00" is the default value. The time zone configured for the location is used for the "Inventory chart" and "Tank details" tabs. "UTC+00:00" is the default value.

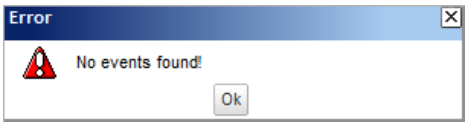
The **Event** menu item provides effective support in a replenishment process which is controlled by means of order limits. For standard tanks, the events are triggered if limit values in the individual tanks are undershot; for recycling tanks, they are triggered if the limit values in the individual tanks are exceeded. A **Freeze Event** is triggered if the actual measurement exceeds the configured freeze event delta. In addition to screen display, people can also be notified of the events by e-mail.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Event** menu item.
3. The following is displayed in the portal window with an overview of all the events, sorted in order of priority:



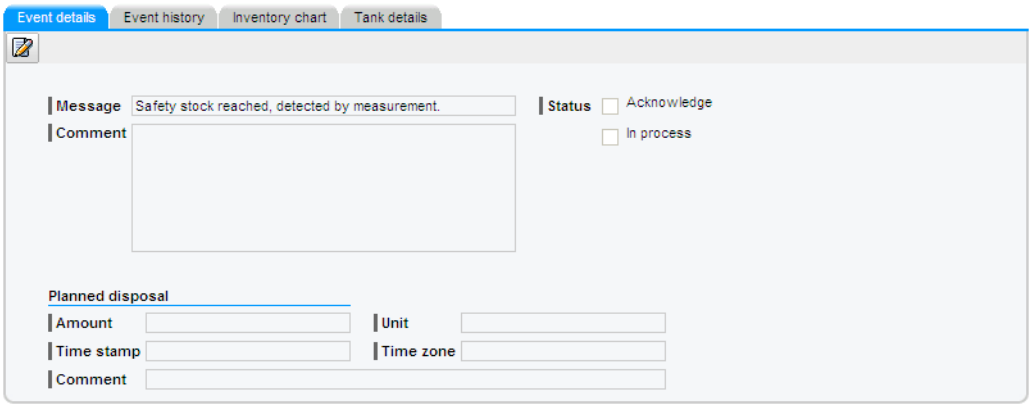
4. To filter the displayed events, select the filter criteria:
   - **View:** Select between **All**, **Only limit events** or **Only freeze events**.
   - **Status:** Select between **All (except for done)**, **Only open**, **Only acknowledged**, **Only in process** or **Only done**.
     The filters **Only acknowledged** and **Only in process** exclusively have an effect on limit events. Any other filter will effect both types of events.
   - **Severity:** Select between **All**, **Only low**, **Only medium** or **Only high**.
     The filters **Only low** and **Only medium** and **Only high** exclusively have an effect on limit events. Any other filter will effect both types of events.

     If the set filters do not overlap each other, i.e. resulting in no events, the previous filter settings are restored. The following error message is displayed:



5. In the overview table, click on an event which you would like to view or for which you require further information.
6. You can select the following tabs in the lower area of the application window:
Event details/Freeze Event details, Event history, Inventory chart or Tank details.

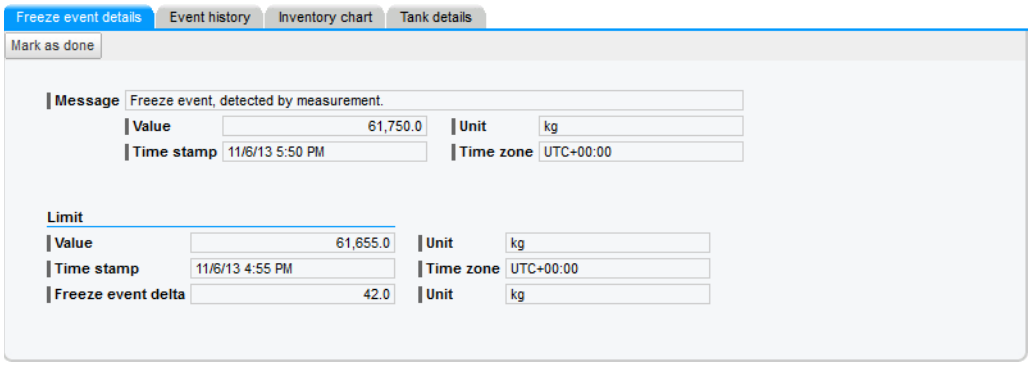
6.2.1 Event details



A form with the following fields is shown on this tab:
Message, Comment, Acknowledge and In process.

In addition, the display also shows the Amount, Time stamp, Unit, Time zone and Comments fields for standard tanks for planned deliveries, and for recycling tanks for planned disposals.

6.2.2 Freeze event details



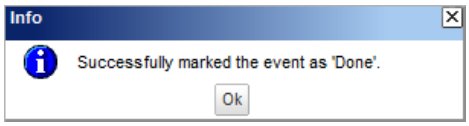
A form with the following fields is shown on this tab:

Message, **Value** of the received measurement, **Unit** of the tank, **Time stamp** of the measurement in the respective time zone, **Time zone** of the measurement.

In addition, the display shows in the lower section information on the **Limit**:

Value ("Frozen measurement" in respective Unit), **Unit** of the tank, **Time stamp** of the frozen measurement in the respective time zone, **Time zone** of the frozen measurement, **Freeze event delta**, **Unit** of the tank.

Click the **Mark as done** button to acknowledge the event. The following message appears:

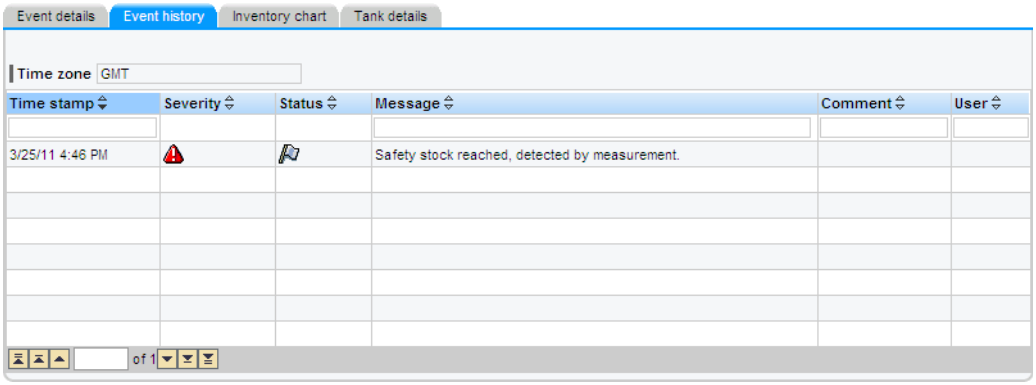


Click **OK**.

Notice!

NOTICE A Freeze event will only be generated once during a check period. The status of the event is **Open** until it is marked as done. If a new Freeze event occurs in the next check period, the previously created event is taken over to the Event history.

6.2.3 Event history



This tab displays the history of an event selected in the overview table. The screen includes Time stamp, Severity, Weighting, Status, Message, Comment and User.

6.2.4 Inventory chart

The inventory chart of the associated tank is shown here for the event currently selected. For a description of the **Inventory chart** tab, see Page 37.

6.2.5 Tank details

The tank details of the associated tank are shown here for the event currently selected.
For a description of the **Tank details** tab, see Page 38.

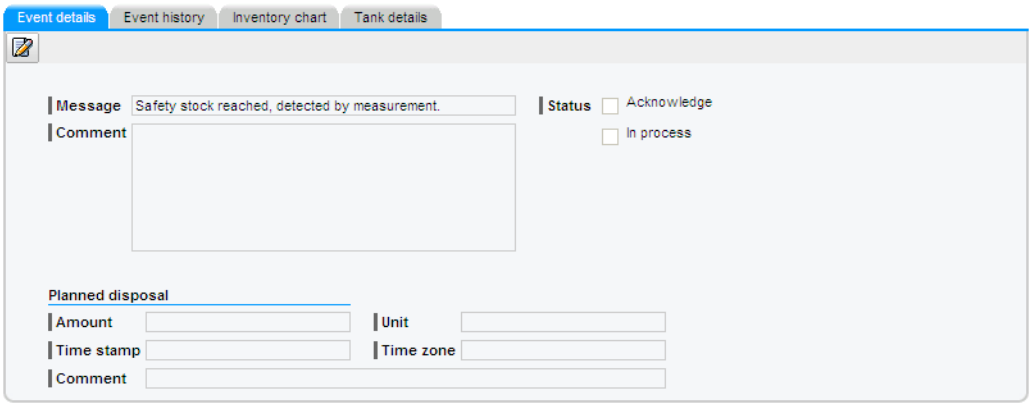
6.3 Processing event messages

Notice!

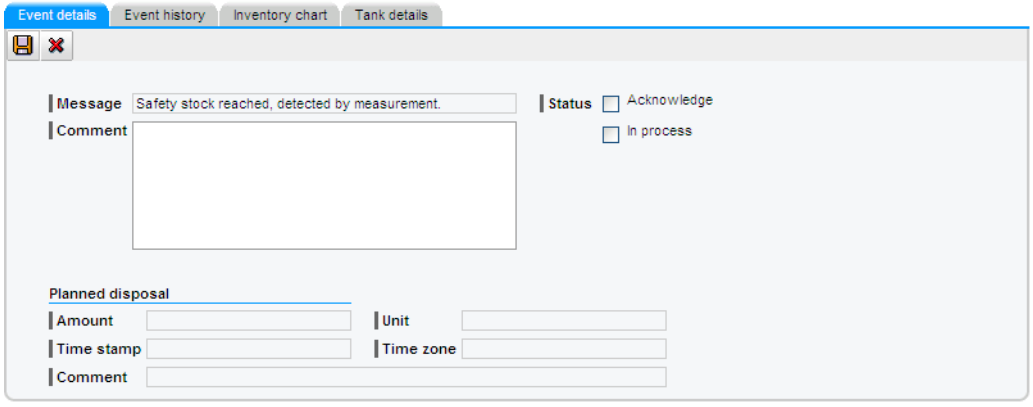
NOTICE Only users with the **Scheduler** or **Operator** user role can comment on events and assign a status.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Event** menu item.
3. In the overview table, select the event that you want to process.

4. In the lower section of the application window, select the **Event details** tab.



5. Click the button.
6. The tab is displayed in the edit mode.



7. If you have acknowledged this event, activate the **Acknowledge** check box.
   If replenishment measures have already been initiated, activate the **In process** check box and change the resubmission date if necessary.
   You can enter comments on this event in the **Comment** section.

Notice!

NOTICE

If the status of the event was set to **In process**, the system monitors whether the tank is replenished by the **resubmission date**. If this is not the case, the status of the event is reset to **Open** and the appropriate notification messages are triggered. As standard, the **Resubmission date** is calculated from the standard delivery time. This can also be set individually for every event however.

8. Click to save your changes. Click to abort the process.

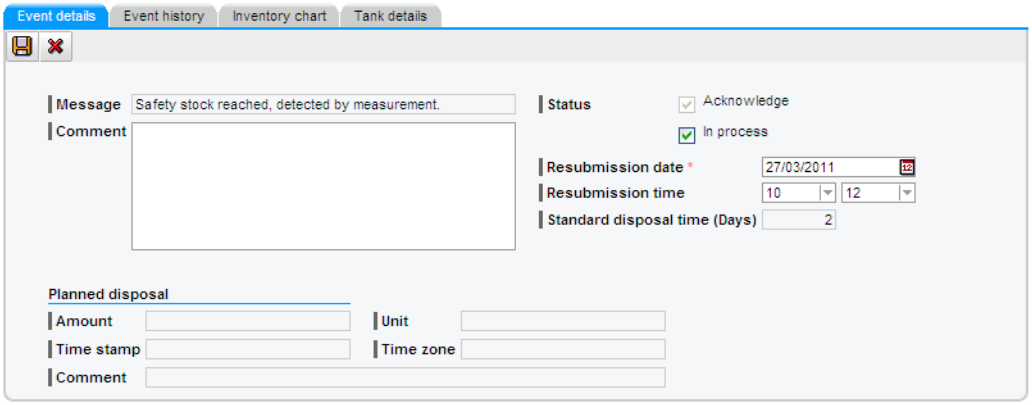
6.4 Setting the resubmission date

Notice!

NOTICE

- Only people whose user role is configured as **Scheduler** or **Operator** can set a resubmission date for events.
- You can only set a resubmission date for the **In process** option.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Event** menu item.
3. In the overview table, select the event that you want to process.
4. In the lower section of the application window, select the **Event details tab.**
5. Click the  button.
6. Activate the **In process** check box.
7. The tab is displayed in the edit mode.



8. Either enter the date directly in the **Resubmission date** field or use the  button .
9. If necessary, specify a time (in hours and minutes) for the **Resubmission time** fields.
10. Click  to save your changes. Click  to abort the process.

Notice!

NOTICE

- If a standard tank is refilled and the inventory is again above the plan point, the status of the event automatically changes to **Done**. If a recycling tank is drained and the inventory is once again below the plan point, the status of the event automatically changes to **Done**.
- The "Standard delivery time" is displayed for standard tanks, and the "Standard disposal time" for recycling tanks.

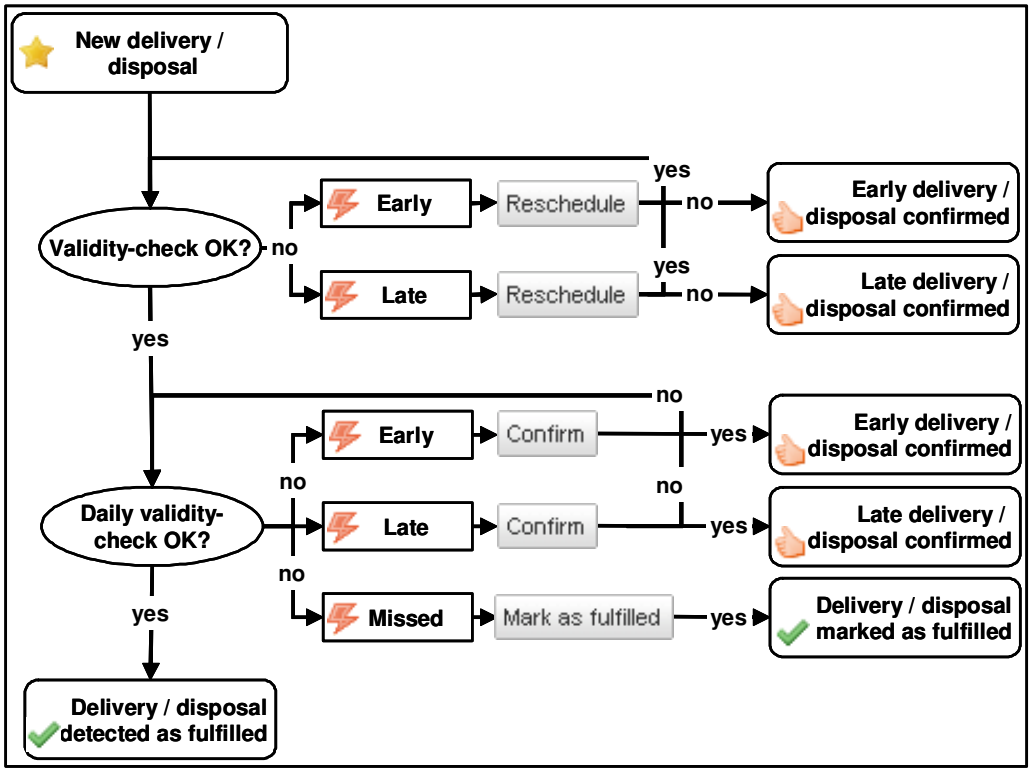
7 Planning delivery and disposal – "Scheduling" workplace

7.1 Status management – delivery and disposal

When a new delivery/disposal is created, the system checks whether the delivery/disposal is planned too early or too late. The forecast data determined by SupplyCare are used to check the information. The user can either reschedule the delivery/disposal which is too late/early or confirm this as an early or late delivery/disposal.

SupplyCare monitors the deliveries and disposals daily. If it detects an early or late delivery/disposal, this delivery/disposal can be confirmed. If it detects a missing delivery/disposal, this delivery/disposal can be mark as fulfilled.

The following diagram shows the status management for disposals and deliveries in SupplyCare:



7.2 Status display and notification of planned deliveries and disposals

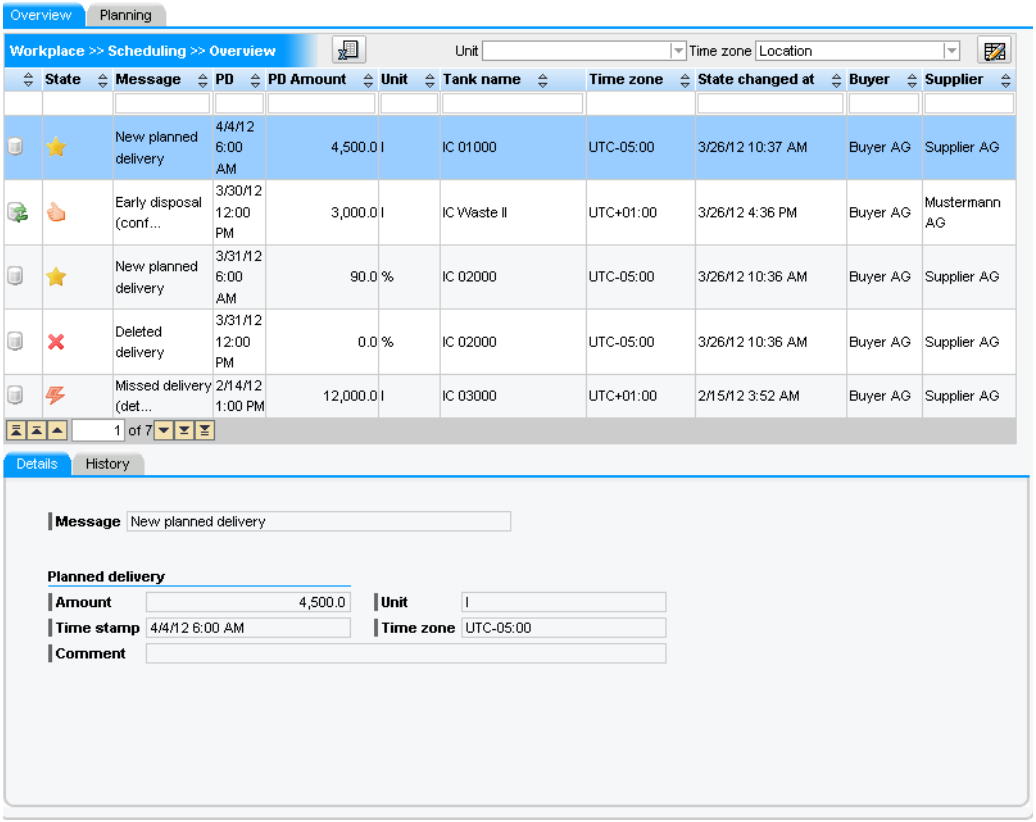
Notice!

NOTICE

- Only users with the **Scheduler** user role receive notification of planned deliveries and disposals and can process such notification messages.
- For a user to receive notification, the PDL and/or PDE check boxes must be enabled in the Tank group tab in the Tank group menu.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click the **Overview** tab.

4. The following is displayed in the portal window with an overview of all the statuses for all the disposals and deliveries:



5. In the overview table, click a status to change it or to view the history.

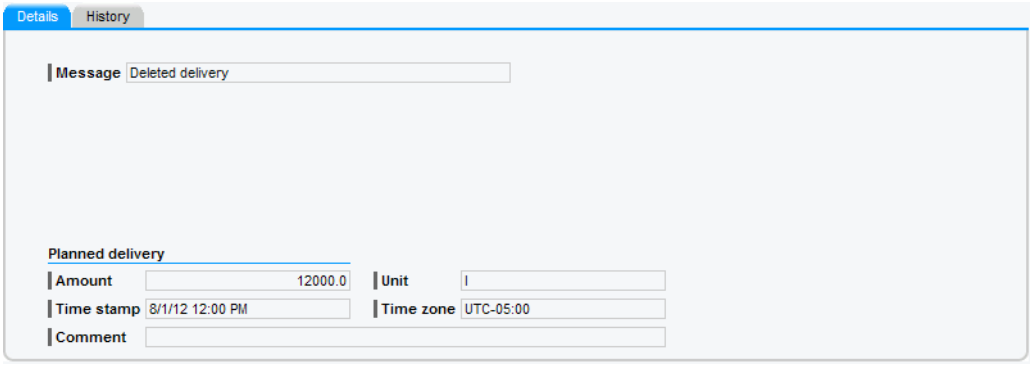
6. You can select the following tabs in the lower area of the Application window: Details or History.

7.2.1 Processing the status

The following status information can be displayed:

Button	Meaning
	**Detected** – the **Detected** status is displayed in the following situations: ■ The system has detected a delivery or disposal which has been scheduled too early or too late. You can process this delivery or disposal in the "Details" tab using the **Confirm** button. ■ The system has detected a missing delivery or disposal. You can process this delivery or disposal in the "Details" tab using the **Mark as fulfilled** button. ■ The system has detected that measured data are missing. You can process this delivery or disposal in the "Details" tab using the **Mark as fulfilled** button.
	**Confirmed** – the **Confirmed** status is displayed in the following situations: ■ A delivery or disposal which has been scheduled too early or too late was confirmed when the delivery/disposal was created. ■ A delivery or disposal which has been scheduled too early or too late has been confirmed in the "Details" tab.
	**Deleted** – a planned delivery or disposal has been deleted.
	**New** – a new delivery or disposal has been planned.
	**Fulfilled** – a new delivery or disposal has been fulfilled. If a delivery and disposal is made, this is flagged by SupplyCare as **Delivery made (detected)/Disposal made (detected)**. If the system has detected a missing delivery/disposal or missing measured data, you can process this delivery/disposal in the "Details" tab using the **Mark as fulfilled** button. The delivery/disposal is displayed as **Delivery fulfilled (confirmed)/Disposal fulfilled (confirmed)**.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. In the overview table, select a status that you want to process.
4. In the lower section of the Application window, select the **Details** tab. The following tab appears:

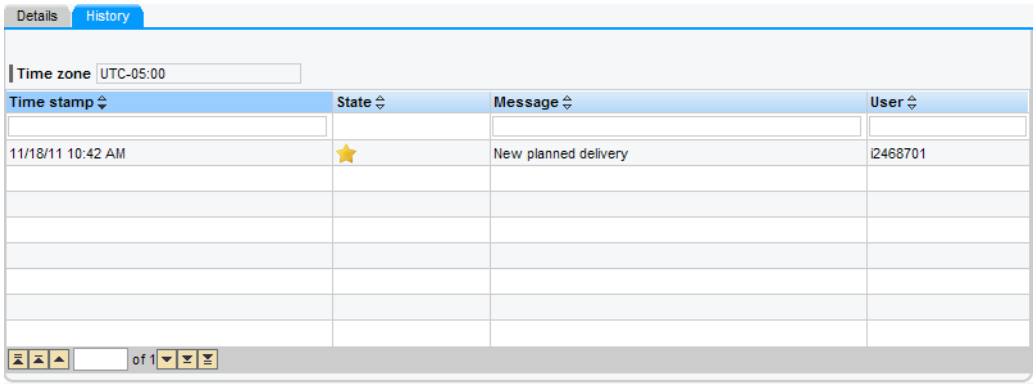


You can process the following statuses with the **Mark as fulfilled** button:
– Missed delivery/disposal (detected)
– Missed delivery/disposal (no measurement)

You can process the following statuses with the **Confirm** button:
– Early delivery/disposal (detected)
– Late delivery/disposal (detected)

7.2.2 Viewing status history

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. In the overview table, select a status that you want to process.
4. In the lower section of the Application window, select the **History** tab. The following tab appears:



7.3 Planning delivery and disposal – "Scheduling" workplace

Notice!

NOTICE Only users with the **Scheduler** user role can plan deliveries for standard tanks and disposals for recycling tanks.

You can plan several deliveries for each standard tank but you can only plan a maximum of one delivery per day. You can plan several disposals for each recycling tank but you can only plan a maximum of one disposal per day.

The time zone of the location of the tank is used as the time zone. The unit of the tank is used as the unit. In the case of mass units and volume units, priority is given to your settings for the "Mass unit" or "Volume unit" fields in the "User preferences" menu item.

If a tank is out of service, this is indicated in the calendar with a bar and the symbol. No deliveries or disposals can be planned for this period.

Planned deliveries and disposals are indicated by a delivery van in the calendar and in the "Inventory chart" tab.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to plan a disposal or delivery.
5. The following detail view is displayed in the Application window:



The current date is displayed with a grey background in the calender. Every date in the future has a color background. The color indicates the forecast value for the tank status for that particular date.

Color		Standard tanks	Recycling tanks
	Grey	Current date	Current date
	Green	"Ok": The forecast value is larger than the plan point	"Ok": The forecast value is between 0 and the plan point
	Yellow	"Plan point": The forecast value is between the plan point and the ship point	"Plan point": The forecast value is between the plan point and the safety stock
	Orange	"Ship point": The forecast value is between the ship point and the safety stock	Not applicable
	Red	"Safety stock": The forecast value is below the safety stock	"Safety stock": The forecast value is above the safety stock
	White	The date is in the past or the tank/aggregated tank is out of service	The date is in the past or the tank/aggregated tank is out of service

Click the button to display the legend. You can move the legend to another location by pointing the cursor at the blue title bar and pressing and holding the left mouse button.

Notice!

NOTICE

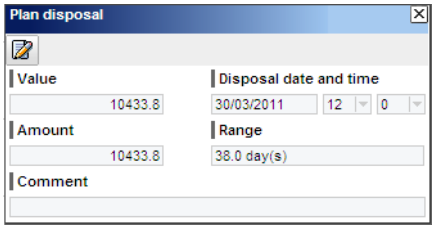
00:00 (midnight) is the time that is used to determine the color or the tank status for the particular date. For example, if the "ship point" is reached at 4 a.m. (04:00) on May 15, and the "safety stock" at 8:30 p.m. (20:30), May 15 is given the background color "red" for "safety stock".

7.3.1 Planning a delivery or disposal

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to plan a delivery or disposal.
5. The following detail view is displayed in the Application window:



6. Click the **Plan delivery/Plan disposal** tab.
7. In the calendar, where necessary use the **Next month** button to select the month for which you are planning a delivery or disposal.
8. Click the preferred **day**. Before clicking the **day**, a green "x" beside the day indicates whether a delivery or disposal is possible on that day.
9. The **Plan delivery** dialog box appears for standard tanks. The **Plan disposal** dialog box appears for recycling tanks.



10. Click the  button.
11. The dialog box appears in the editing mode.
12. You can view and enter the following data here:
    - **Value:** Displays the projected level
    - **Delivery date and time**: The day selected in the calendar is used for the date. The time is predefined.
    - **Amount:** Enter the planned amount.
    - **Range:** This field shows the number of days before the safety stock is reached for the amount entered. In the case of standard tanks, the number of days is calculated from the "Average daily outflow" value. In the case of recycling tanks, the number of days is calculated from the "Average daily inflow" value.
    - **Refresh range:** Via the  button, the "Range" field is updated for the amount entered.
    - **Comment:** Enter a comment or note.
13. Click  to save your changes. Click  to abort the process.
    The system performs a plausibility check when a planned disposal or planned delivery is saved. If the values entered are implausible, a dialog box is displayed. → See the "Plausibility check" section below.
14. Deliveries and disposals are entered in the calendar with a delivery van icon  and the planned amount. The delivery date and time are displayed when you move the cursor over this field.

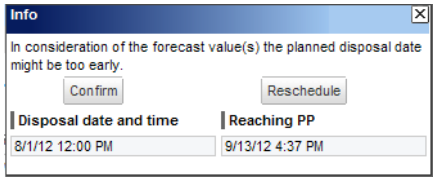
7.3.2 Plausibility check

Notice!

NOTICE

- The plausibility check only checks the latest planned delivery/disposal.
- A plausibility check is only performed if a safety stock (SST) and plan point (PP) have been saved for the tank.

The system performs a plausibility check on which a planned delivery or a planned disposal is saved. The planned date and the planned time are checked with the calculated values for the safety stock (SST) and plan point (PP). If the planned date is before the calculated date when the plan point will be reached, a dialog box is displayed with the message "In consideration of the forecast value(s) the planned delivery/disposal date might be too early". If the planned date is after the date on which the safety stock will be reached, the dialog box "In consideration of the forecast value(s) the planned delivery/disposal date might be too late" is displayed.

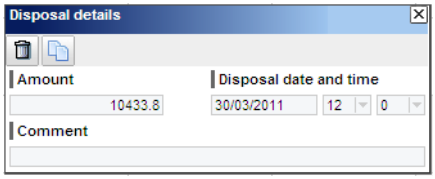


Click the **Confirm** button to confirm the date entered for the delivery/disposal.

Click the **Reschedule** button to correct your entries.
– The **Plan delivery** dialog box appears for standard tanks. The **Plan disposal** dialog box appears for recycling tanks.
– Correct your entries.
– Click  to save your changes.

7.3.3 Deleting a delivery or disposal

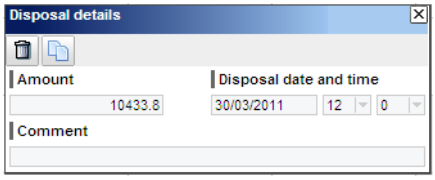
1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the table, click the tank for which you want to delete a delivery or disposal.
5. Click the **Plan delivery/Plan disposal** tab.
6. In the calendar, click the entry that you want to delete.
7. The **Delivery details** dialog box appears for standard tanks. The **Disposal details** dialog box appears for recycling tanks.



8. Click the  button to delete the delivery or disposal.
9. The prompt "Do you really want to delete?" is displayed.
10. Click **OK** to delete the entry. Click **Cancel** to abort the process.

7.4 Copying a delivery or disposal

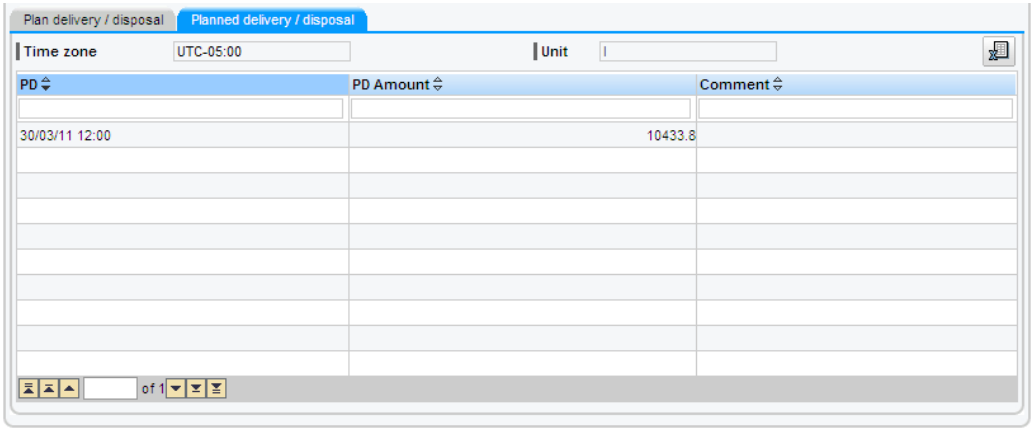
1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to copy a delivery or disposal.
5. Click the **Plan delivery/Plan disposal** tab.
6. In the calendar, click the entry that you want to copy.
7. The **Delivery status** dialog box appears for standard tanks. The **Disposal status** dialog box appears for recycling tanks.



8. Click to copy the entry.
9. The **Copy delivery** dialog box appears for standard tanks. The **Copy disposal** dialog box appears for recycling tanks.
10. Click the button.
11. The dialog box appears in the editing mode.
12. Enter the desired amount in the **Amount** field.
13. For the **Delivery date and time** field, select a new date and time.
14. Enter a comment or a note for the **Comment** field.
15. Click to save your changes. Click to abort the process.
16. Deliveries and disposals are entered in the calendar with a delivery van icon and the planned amount. The delivery date and time are displayed when you move the cursor over this field.

7.4.1 Viewing a planned delivery or disposal and saving as an Excel spreadsheet

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to display the deliveries or disposals.
5. Click the **Planned delivery/Planned disposal** tab.
6. The following detail view is displayed in the Application window:



7. All the deliveries or disposals for the selected tank are listed in the table, with information on the date ("PD" column), amount ("PD amount" column) and a comment.
8. Click the button to download the table as an Excel spreadsheet.

8 Totaling and managing templates – "Totaling" workplace

Notice!

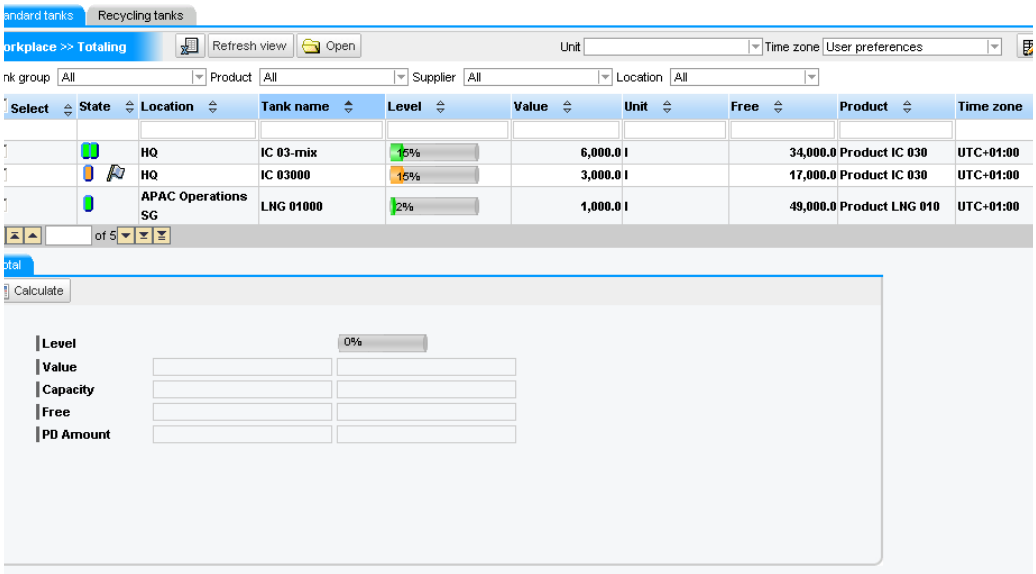
NOTICE

The **Totaling** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.

8.1 Totaling

In the **Totaling** menu item, it is possible to add up the values of the **Value**, **Capacity**, **Free** and **PD amount** fields. The totalized **Level** is represented graphically. The values of standard tanks can be totaled in the **Standard tanks** tab and the values of recycling tanks in the **Recycling tanks** tab. Tanks and aggregated tanks can be included in a calculation.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Totaling** menu item.
3. The following view is displayed in the Application window:

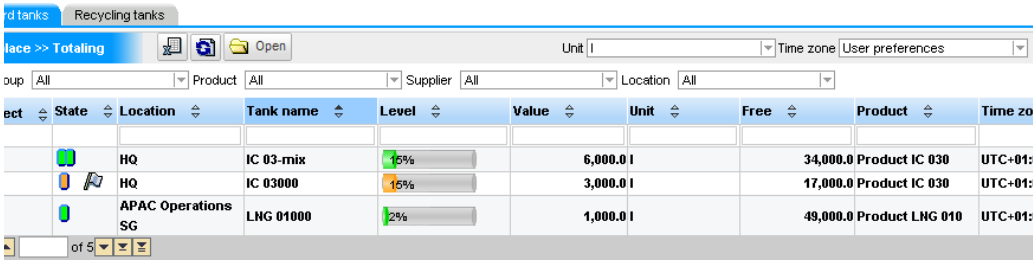


4. In the **Select** table column, enable the check boxes of the tanks that should be totaled.

Notice!

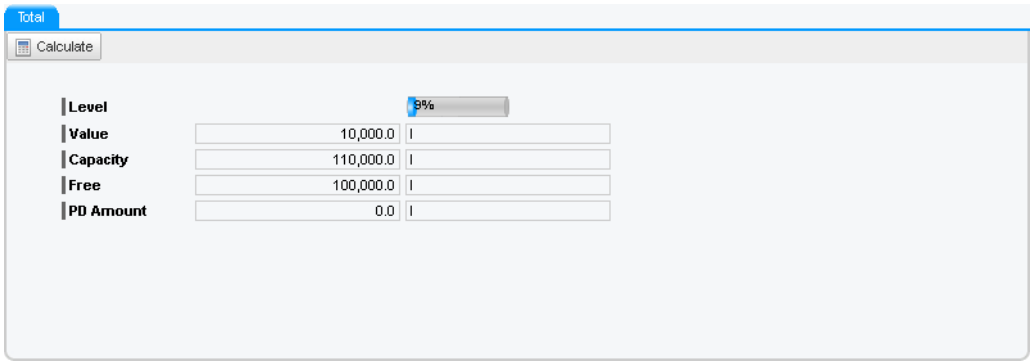
NOTICE

- At least one tank must be selected for the calculation.
- Only tanks with the same unit can be totalized.
- Activating the check box in the **Select** column header selects all the tanks in the table, while deactivating the check box disables all the tanks.



5. Select the unit of the selected tanks in the **Unit** field.
6. Click the **Calculate** button.

7. The following detail view is displayed in the Application window:



Notice!

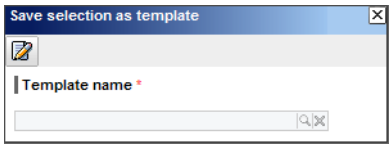
NOTICE

- You must press the **Calculate** button a second time to incorporate any changes to the selection which are made after the calculation has been performed. If you do not, the following message is displayed beside the **Calculate** button: "You have changed the selection. Please recalculate."
- Clicking the **Refresh view** button deactivates any activated check boxes and deletes the calculated values in the detail view. However, anything selected via the picklists of the various fields in the table header is retained.

8.2 Saving a selection as a template

The choice of tanks or aggregated tanks can be saved as a template.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Totaling** menu item.
3. In the **Select** table column, select the check boxes of the tanks that should be totaled.
4. Select the unit of the selected tanks in the **Unit** field.
5. Click the **Calculate** button.
6. The **Save** button appears in the header of the table.
7. Click the **Save** button.
8. The **Save selection as template** dialog box appears on the display:

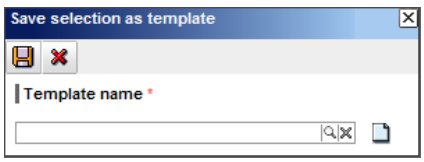


Notice!

NOTICE

The and buttons do not appear in the dialog box when you create the first template.

9. Click the button.
10. The dialog box appears in the editing mode.



You have two options: you can either create a new template or overwrite an existing template.

8.2.1 Creating a new template

1. Perform all the steps specified in Chapter "Saving a selection as a template" (see Page 69).
2. In the **Save selection as template** dialog box, click the button.

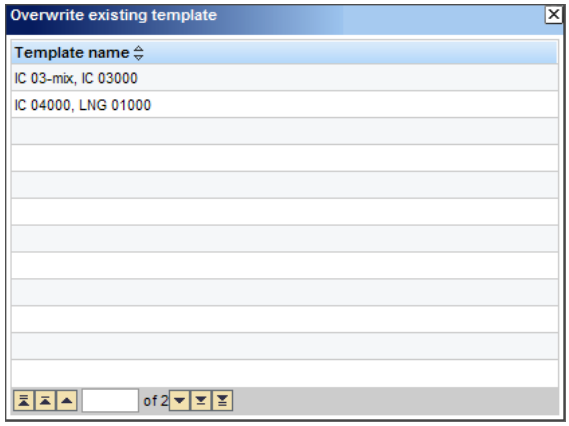
Notice!

NOTICE The button does not appear in the dialog box when you create the first template.

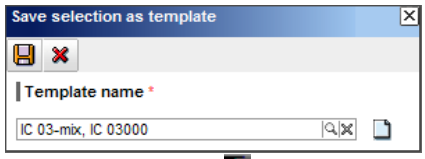
3. Enter a template name. The template name can have a maximum of 64 characters.
4. Click to save your changes. Click to abort the process.

8.2.2 Overwriting an existing template

1. Perform all the steps specified in Chapter "Saving a selection as a template" (see Page 69).
2. Click the button.
3. The **Overwrite existing template** dialog box is displayed:



4. In the overview table, click the template you wish to overwrite.
5. The template is displayed in the **Save selection as template** window.



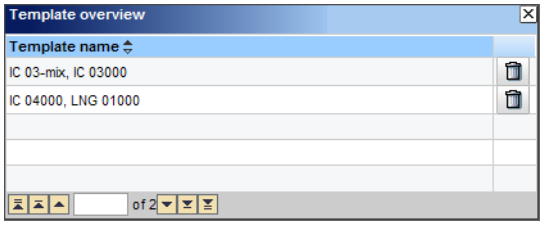
6. If you want to undo your selection, click the button, then click the button and select another template.
7. Click the button if you want to save the selection. Click the button if you want to abort the process.

Notice!

NOTICE A tank is deleted from a template automatically if the tank is deleted or if the tank is no longer part of the tank group that was assigned to a user.

8.3 Selecting or deleting templates

1. Click the **Open** button in the overview.
2. The **Template overview** window is displayed:



If you want to accept a template, click the corresponding row in the table. If you want to delete a template, click the button in the corresponding row and then click **OK** in the **Confirm deletion** window.

9 Viewing analysis data – "Analysis" workplace

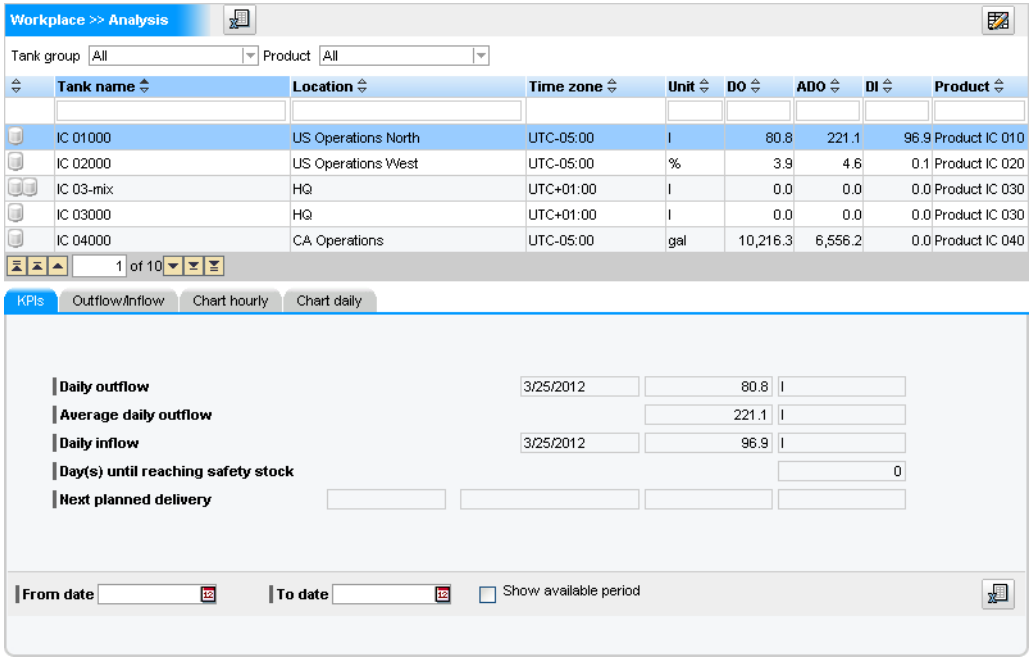
Notice!

NOTICE

The **Tank** menu item is available to people with **Scheduler** or **Operator** configured as their user role.

This menu item allows you to view important indicators for the inflow and outflow of the individual tanks as data and charts. You can use these data and charts to analyze past cycle patterns and use them as the basis for future planning. You can export all the information to an Excel spreadsheet. In addition, it is also possible to print out the charts.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Analysis** menu item. A list of the tanks assigned to you is displayed.



3. In the table, click the tank whose analysis data you want to view.
4. You can choose the following tabs in the lower part of the application window: KPIs, Outflow/Inflow, Chart hourly and Chart daily.

9.1 "Analysis" overview table

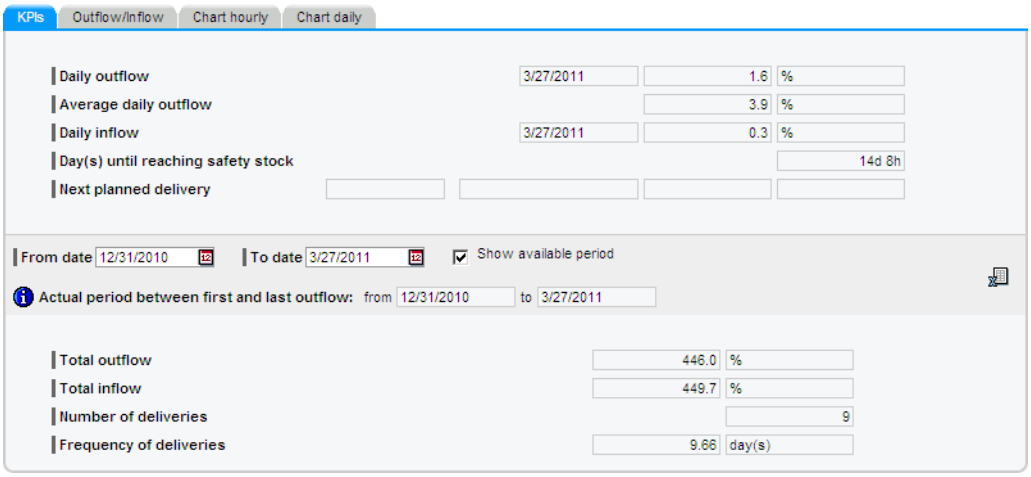
Pressing the button  in the table header in the overview opens a context menu. Via this context menu, you can show, hide and move table columns.

The following columns are available for the overview table:

Columns	Description
Location	Indicates the tank location. The location is the name of the location. The name is selected in the "Configuration" menu in menu item "Tank", field "Location". The location is specified in the "Location" menu item.
Tank name	Indicates the tank name. The tank name is entered in the "Tank name" field (path: Configuration → Tank → Tank details → Tank name).
Unit	Indicates the unit. The unit for the primary value is specified via the "Unit" field in the "Tank details" tab. In the case of mass units and volume units, priority is given to your settings for the "Mass unit" or "Volume unit" fields in the "User preferences" menu item.
Time zone	Time zone of time stamp. The time zone of the location is used.
DO (daily outflow)	Displays the daily outflow last calculated
ADO (average daily outflow)	Displays the value for "Average daily outflow". The value is calculated with the average quantity per day. The calculated average quantity is based on the configured "Forecast based on" value. This field is empty for recycling tanks.
DI (daily inflow)	Displays the daily inflow last calculated
ADI (average daily inflow)	Displays the value for "Average daily inflow". The value is calculated with the average quantity per day. The calculated average quantity is based on the configured "Forecast based on" value. This field is empty for standard tanks.
Product	Indicates the product in the tank.

9.2 KPIs (key performance indicators)

The tab displays important indicators for the inflow and outflow of the selected tank.



The "Daily outflow" and "Daily inflow" fields display the values last calculated.

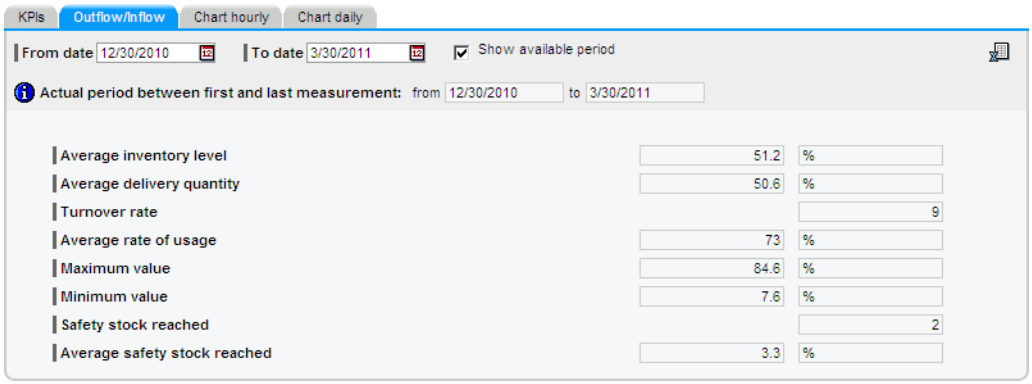
Additional information is displayed if you enter a period for the **From date** and **To date** fields or enable the **Show available period** check box.

Description of fields

Field	Description
Daily outflow	Displays the calculated daily outflow for the date entered.
Average daily outflow/average daily inflow	■ Standard tanks: Average daily outflow ■ Recycling tanks: Average daily inflow The values are calculated with the average quantity per day. The calculated average quantity is based on the configured "Forecast based on" value.
Daily inflow	Displays the daily inflow for the date entered.
Days until the safety stock is reached	Indicates the estimated number of days remaining until the safety stock is reached. The value is calculated with the average quantity per day. ■ If "Safety stock" has been disabled or if the value is "0", the "Days until the safety stock is reached" field is empty.
Next planned delivery/ Next planned disposal	■ Standard tanks: Displays the next planned delivery ■ Recycling tanks: Displays the next planned disposal
Total outflow	Displays the total outflow for the period entered.
Total inflow	Displays the total inflow for the period entered.
Number of deliveries/ Number of disposals	■ Standard tanks: Displays the number of deliveries made for the period entered. ■ Recycling tanks: Displays the number of disposals made for the period entered.
Frequency of deliveries/ Frequency of disposals	■ Standard tanks: Average interval between two deliveries for the period entered. ■ Recycling tanks: Average interval between two disposals for the period entered.

9.3 Outflow/Inflow

The tab displays important indicators for the inflow and outflow of the selected tank.



Using the **From date** and **To date** fields, you can enter a period for which you want to analyze the values. If you enable the **Show available period** check box all the saved values will be analyzed.

Description of fields

Field	Description
Average inventory level	Displays the average amount for the period entered.
Average delivery quantity/ Average disposal quantity	■ Standard tanks: Displays the average delivery quantity for the period entered. ■ Recycling tanks: Displays the average disposal quantity for the period entered. To ensure that fluctuating changes in the level do not falsify the result, the value entered for the "Hysteresis" field is factored into the calculation.
Turnover rate	Displays the turnover rate for the period entered. ■ Calculation for standard tanks: Total outflow/Average inventory level ■ Calculation for recycling tanks: Total inflow/Average inventory level
Average rate of usage	Displays the average rate of usage for the period entered. ■ Calculation for standard tanks: (Average inventory level / Optimum) * 100 If "Optimum" has been disabled or if the value is "0", the system calculates with the capacity entered. ■ Calculation for recycling tanks: (Average inventory level / Safety stock) * 100 If "Safety stock" has been disabled, the system calculates with the capacity entered.
Maximum value	Maximum value for the period entered.
Minimum value	Minimum value for the period entered.
Safety stock reached	Number of times the safety stock has been undershot in the case of standard tanks and exceeded in the case of recycling tanks for the period entered. ■ Valuation for standard tanks: Measured value < value entered for safety stock ■ Calculation for recycling tanks: Measured value > value entered for safety stock ■ All measured values within the set hysteresis are not counted (see Page 91). ■ If "Safety stock" has been disabled, the "Safety stock reached" field is empty. ■ If the value for "Safety stock" is "0", the "Safety stock reached" field is "0".
Average safety stock reached	■ Standard tanks: Average value by which the safety stock was undershot for the period entered. ■ Recycling tanks: Average value by which the safety stock was exceeded for the period entered. ■ If "Safety stock" has been disabled, the "Average safety stock reached" field is empty. ■ If the value for "Safety stock" is "0", the "Average safety stock reached" field is "0".

9.4 Chart hourly

This chart shows the outflow, inflow or the difference between the inflow and outflow for the period selected, depending on the option selected.



Select the period of time for **Chart hourly** via the **Period selection** field. You can select a period of 1, 2, 3, 4, 5, 6 or 7 days.

Select the type of chart via the **Column** or **Line** buttons.

If you move the cursor over a graph in the chart, a window appears with the name of the graph, the specific measured value and the time stamp.

9.5 Chart daily

This chart shows the outflow, inflow or the difference between the inflow and outflow for the period entered, depending on the option selected.



Using the **From date** and **To date** fields, specify a period for **Chart daily**.
Select the type of chart via the **Column** or **Line** buttons.

If you move the cursor over a graph in the chart, a window appears with the name of the graph, the specific measured value and the time stamp.

10 Viewing tank locations on the map – "Map" workplace

Notice!

NOTICE

- The **Map** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.
- As of version 2.08 onwards, (only) the "Professional" version of SupplyCare Enterprise software for Endress+Hauser's end customers includes an access to Google Maps service. Endress+Hauser voluntarily provides this service on the base of a dedicated Google OEM ID licensed to Endress+Hauser by Google together with the right to allow Endress+Hauser's customers to access to Google Maps service in conjunction with "SupplyCare Enterprise Professional" version. For purposes of testing of and familiarizing with Google Maps Endress+Hauser provides its customers with Endress+Hauser's Google ID upon request.

Today customers may moderately use the Google Maps Service at no extra cost, but Google has restricted the possible number of sessions to Google Maps service under Endress+Hauser's Google ID. Topping such maximum number sessions to Google Maps under Endress+Hauser's Google ID may lead to a sudden shut down of Google Maps service for Endress+Hauser's Google ID users. In case a customer needs or expects massive usage of Google Maps service it is recommended that it considers purchasing its own and individual Map-ID from Google. Any questions in this regard may be addressed to your local Endress+Hauser sales office.

Endress+Hauser reserves the right to extend, restrict or deny further usage of Endress+Hauser's Google Maps ID depending on an actually occurring mass of usage. Endress+Hauser is by no means obligated or required to neither extend nor grant any usage of its Google Maps OEM license to any third party or Customer not having signed the SupplyCare Enterprise license agreement with Endress+Hauser.

In order to register for using the Google Maps service under Endress+Hauser's Google ID (within the above terms) follow these steps:

1. Send an e-mail to **inventory@pcm.endress.com** with the subject: **SupplyCare Enterprise Google Maps registration**.
2. In the e-mail body write down (or copy) the following:

   Dear Endress+Hauser IMS Team,

   we would like to register our SupplyCare Enterprise (Professional version) for the usage of the Google Maps option within the Endress+Hauser Google Maps ID according to the Terms and Conditions in the SupplyCare Enterprise license agreement.

   Customer: YOUR COMPANY NAME
   Customer email for contact: YOUR_EMAIL@MY_COMPANY.COM
   SupplyCare Enterprise Serial No: XXXXXXXXXX
   SupplyCare Enterprise Server/PC URL (domain name)in your network: 192.168.1.1

   Thank you

   YOUR NAME
3. Please note that the Serial Number for your SupplyCare can be found on the back of your CD case on a sticker (Ser. no.). Also, the domain name or IP address can be as an example: **http://myintranet and http://192.168.1.1**
4. Our support team will process your request as soon as the information is verified. Please note that the registration process is a one time action and can take some working days as the process has to be accepted by Google.

- If you would like to purchase and use your own Google Client ID for a fee, please feel free to directly contact "Google Enterprise Support". Any questions in regard of how to use the client ID may be addressed to your local Endress+Hauser sales office.

You can use this menu item to get an overview of the locations of the individual tanks on Google Maps. The tanks can be filtered by tank group, product, supplier and location. You can call up detailed information on every tank, such as value, plan delivery or disposal.

10.1 Viewing a map and associated information

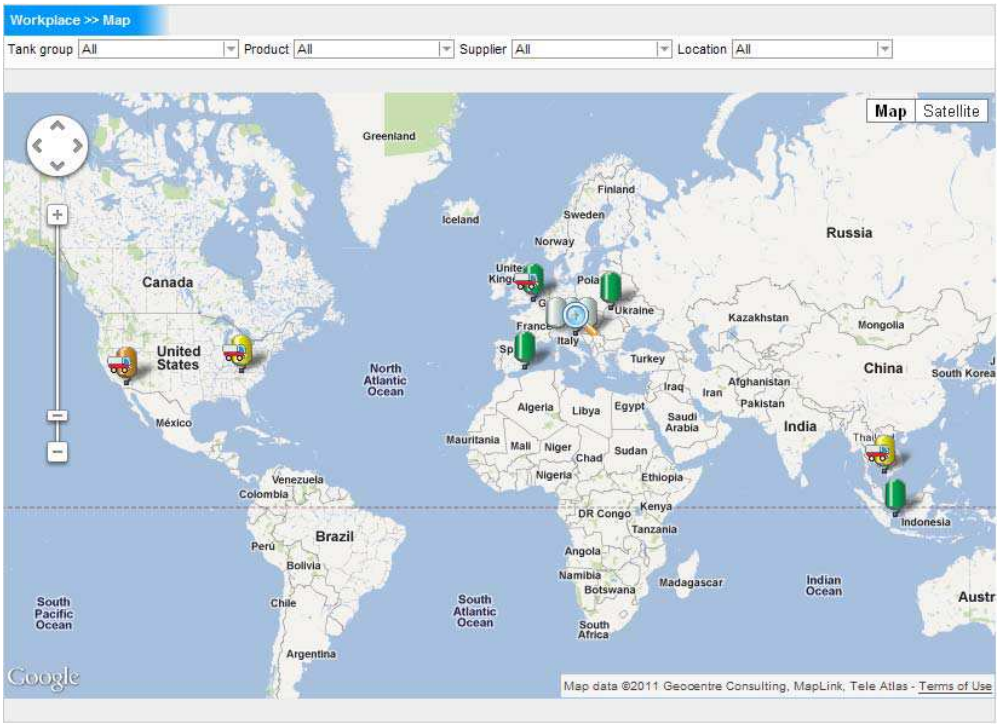
Notice!

NOTICE

The following conditions must be met to display a tank or an aggregated tank on the map:

- The tank or aggregated tank must be assigned to a specific location. The user must have the geographical coordinates (degree latitude and longitude) of the location (see Page 104).
- The tank or aggregated tank must be assigned to a tank group.

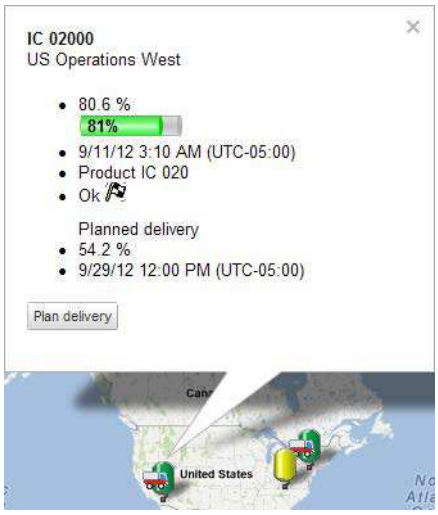
1. Click the **Workplace** menu in the Navigation window.
2. Click the **Map** menu item. A map with an overview of the tank locations is displayed.



– The map view is automatically adapted to the filter criteria so that you see all the tanks for the locations in question.
– If no tanks are found for the filter criteria, the message "No tanks found!" is displayed. The filter criteria are reset to the values previously used.

10.2 Tank details

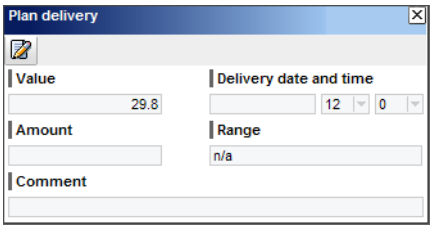
1. If you click a tank on the map, this opens up a window containing more detailed information.
2. The following data are displayed for the tank:



   – Scroll icons if there are several tanks in one location.
   – Tank name along with the number and total quantity of tanks if there are several tanks in one location.
   – Location
   – Value and unit
   – Time stamp and time zone
   – Product
   – Status of the tank with the symbol for the event.
   – Amount and unit, deliverable (for standard tanks) or recyclable (for recycling tanks) if a disposal or delivery is not planned.
     PD amount and unit as well as PD (date and time of delivery/disposal) if a delivery or disposal is planned.
   – **Plan delivery** or **Plan disposal** button.
3. To close the window, click the **Close** icon on the top right.

10.3 Planning a disposal or delivery

1. Click the **Plan delivery** or **Plan disposal** button in the window with the tank details.
2. The **Plan delivery** or **Plan disposal** dialog box appears:



3. Click the  button.
4. Select the **Date** for the planned delivery/disposal in the calendar, or enter the date manually.
5. The **Value, Amount** and **Range** fields are computed automatically.
   These fields are recomputed if you change the date.
6. You can update the range, enter a comment and save or reject the changes for the amount entered → See Page 64.

11 Managing master data

11.1 Managing companies

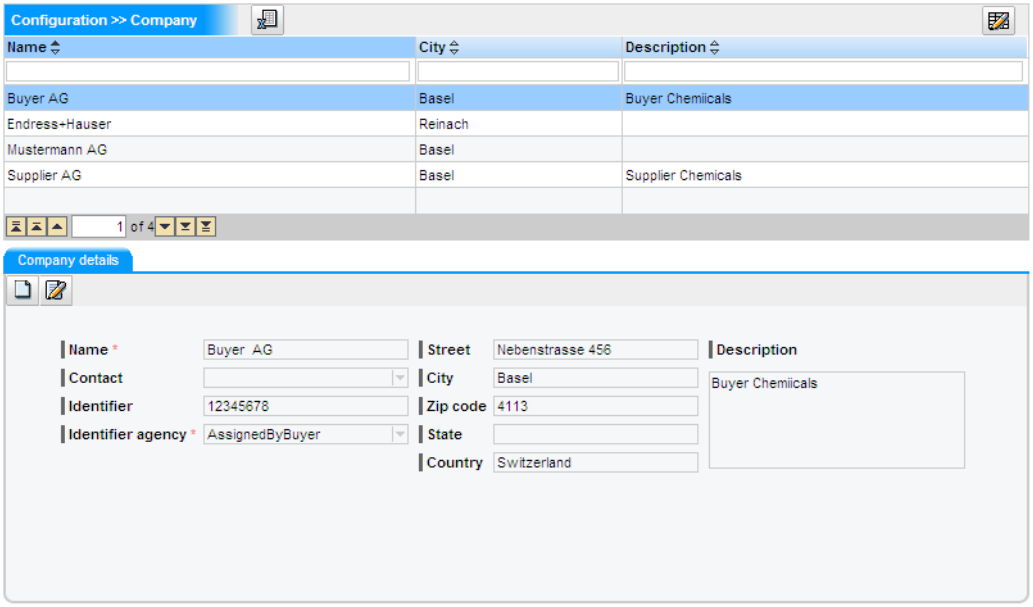
Notice!

NOTICE

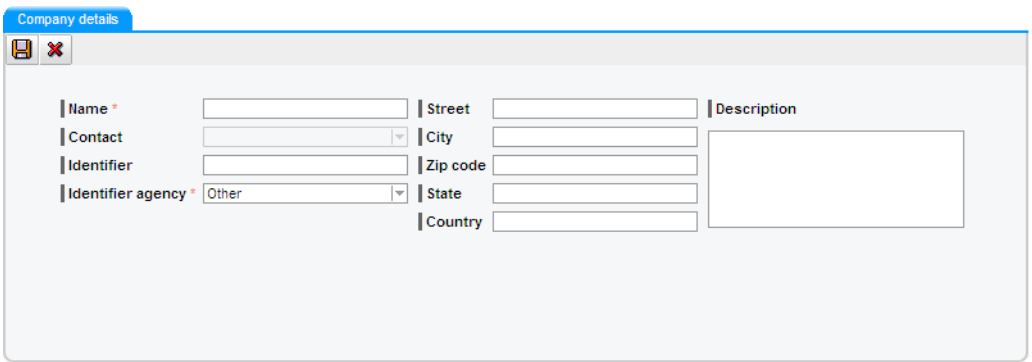
Only people whose user role is configured as **Master Data** can create, change and delete companies.

11.1.1 Creating a company

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Company** menu item.
3. The following detail view is displayed in the Application window:



4. Click the  button on the **Company details** tab.
5. The tab is displayed in the edit mode.



6. Here, you can enter company data such as:
   - **Name** (obligatory): name of the company
   - **Contact**: select a contact person from the picklist.
     The contact person has to have been added beforehand using the **User** menu item and assigned to the **Company**.
   - **Identifier**: company ID to be used in the CIDX reports
   - **Identifier agency**: selection of organization responsible for managing the identifier for the companies. The selection complies with the CIDX standard. The identifier agency is required to create CIDX reports.
   - **Street**
   - **City**
   - **Zipcode**
   - **State**
   - **Country**
   - **Description**: you can enter a multiline description here.
7. Click  to save your entries. Click  to abort the process.

11.1.2 Changing a company

→ See Page 27, Chapter 3.6.5.

11.1.3 Deleting a company

→ See Page 30, Chapter 3.6.8.

Notice!

NOTICE

A company can only be deleted if no more users are assigned to this company. If you still want to delete the company, you first have to delete the users assigned to this company. The  button is only displayed for a company which can be deleted.

11.1.4 Copying a company

→ See Page 31, Chapter 3.6.9.

11.2 Managing users

Notice!

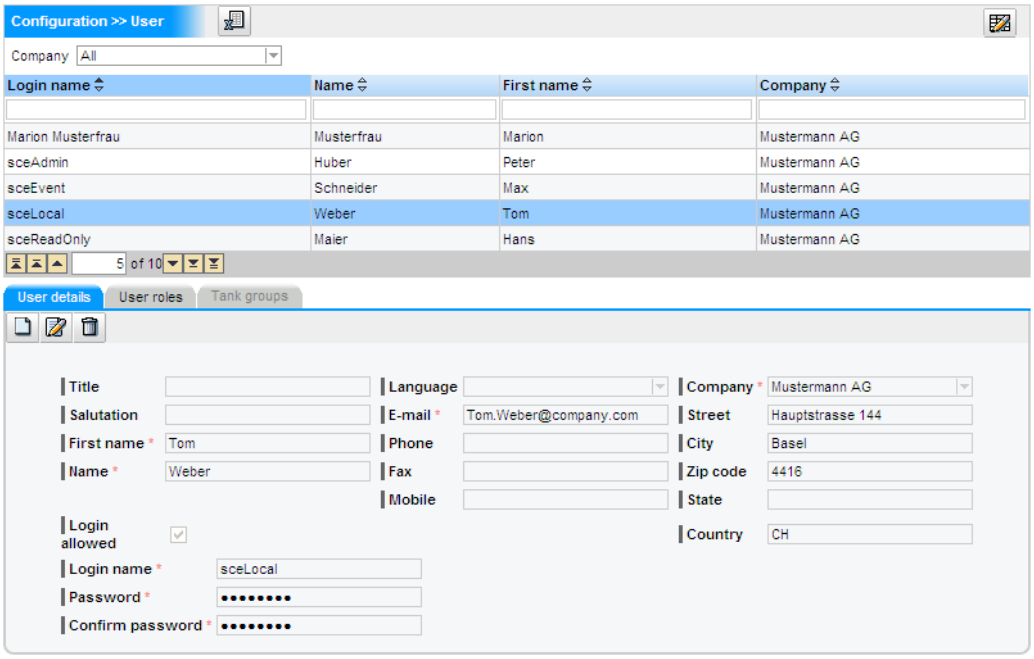
NOTICE

- A user always belongs to a company. It is therefore necessary to create the company first (see Page 81).
- Only people whose user role is configured as **Master data** can create, change and delete users.
- If the user role of a user is changed, the change only becomes effective after logging out and logging in again.

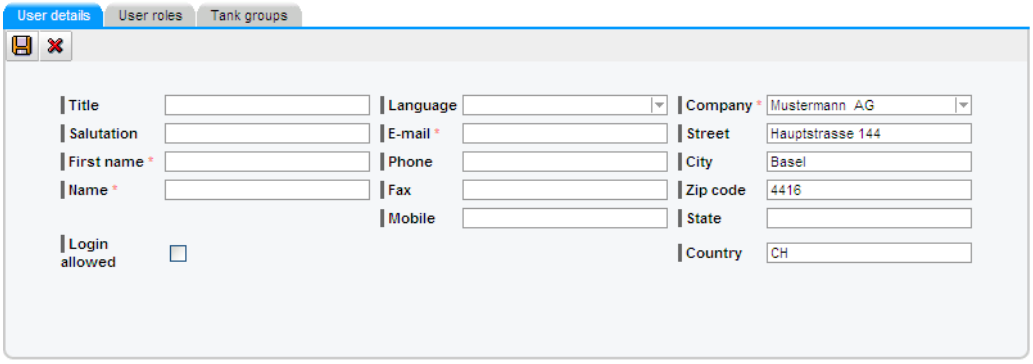
11.2.1 Creating a user

1. Click the **Configuration** menu in the Navigation window.
2. Click the **User** menu item.

3. The following detailed view appears in the Application window:



4. In the lower section of the application window, select the **User details** tab.
5. Click the  button.
6. The tab is displayed in the edit mode.



7. Here, you can enter data on the user such as:
   - **Title**
   - **Salutation**
   - **First name** (obligatory)
   - **Surname** (obligatory): Surname of user
   - **Login allowed**: If the **Login allowed** check box is activated, the fields "Login Name", "Password" and "Password confirmed" are displayed.
     Once the **Login allowed** has been deactivated, the fields "Login Name", "Password" and "Password Confirmed" are no longer displayed.
     Users, for whom the **Login allowed** checkbox has not been activated, have no login authorization and do not received notification e-mails.
   - **Password**: password the user has to enter the first time he/she logs in
   - **Confirm password**
   - **Language**
   - **E-mail** (obligatory)
   - **Phone**
   - **Fax**
   - **Mobile**
   - **Company** (obligatory): The company is automatically pre-populated.

– **Street**
– **City**
– **Zipcode**
– **State**
– **Country**

8. Click to save your entries. Click to abort the process.
9. Select the **User roles** tab to assign a role to the user (see Page 84).
10. Select the **Tank groups** tab to assign a tank group to the user (see Page 85).

11.2.2 Assigning user roles and setting up alarms via e-mail

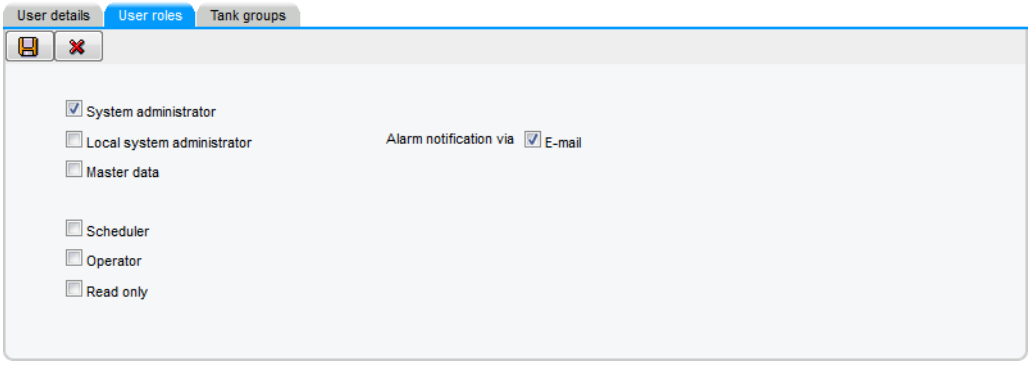
One or more user roles can be assigned to a user in the "User roles" tab. The user receives different authorizations depending on the user role. Refer to Page 16 and Page 196. User with the user role "System administrator" can also specify whether the user should receive alarms via e-mail.

Notice!

NOTICE

The user roles **System administrator**, **Technical system administrator** and **Local system administrator** are only visible for users with the user role **System administrator**.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **User** menu item.
3. Select the **User roles** tab.
4. Click the button.
5. The tab is displayed in the edit mode.



6. Activate the appropriate **check box** to assign the user a user role. You can assign multiple user roles to a user at the same time.
7. Once the "system administrator", "technical system administrator" or local system administrator" user role has been activated, the "Alarm by Mail" check box is also displayed. If this **check box** is activated, an e-mail is sent to the system administrator or the technical system administrator if an alarm occurs (see Page 145).
8. Click to save your entries. Click to abort the process.

11.2.3 Changing a user

→ See Page 27, Chapter 3.6.5.

11.2.4 Deleting a user

→ See Page 30, Chapter 3.6.8.

Notice!

NOTICE

A user can only be deleted if he or she is not assigned to any tank group or any company as a contact person. The user must not be logged in. The tank group assignment can be canceled in the "Tank groups" tab. The company assignment can be canceled in the "Company" menu item. The symbol is only displayed for a user who can be deleted.

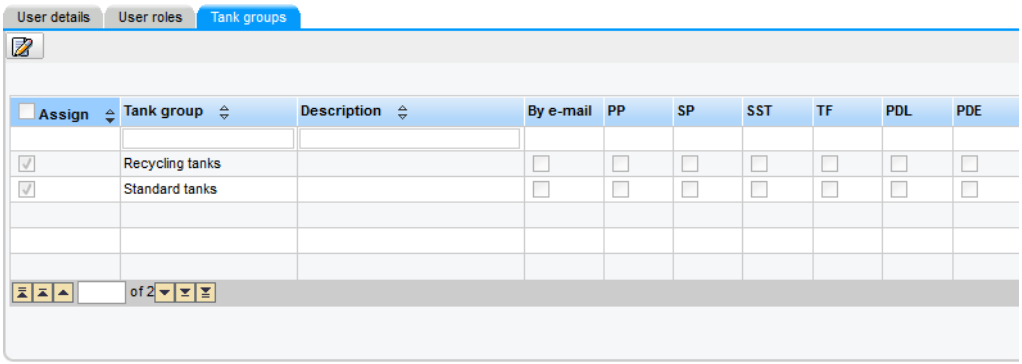
11.2.5 Copying a user

→ See Page 31, Chapter 3.6.9.

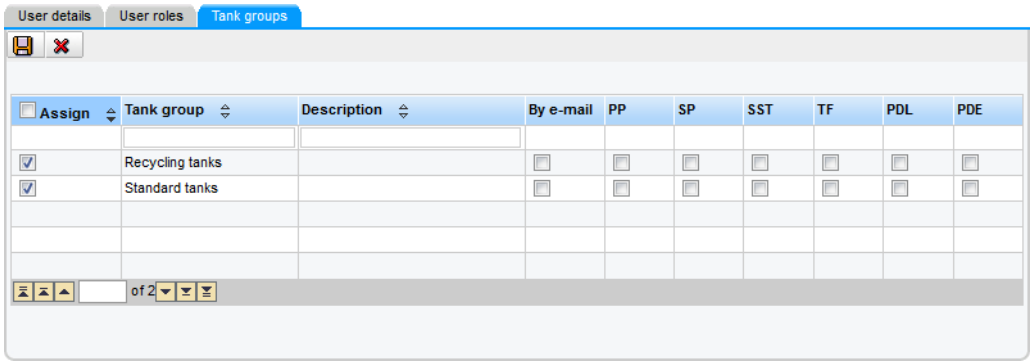
11.2.6 Assigning tank groups to a user and setting up notifications for tank events

You can assign one or more tank groups to the user using the **Tank groups** tab. On this tab you can also specify the tank events which the user should be informed about.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **User** menu item.
3. In the table, click the user whose assignment you want to edit.
4. Select the **Tank groups** tab.



5. Click the button.
6. The tab is displayed in the edit mode.



7. Activating the **check box** in the "Assign" column assigns a tank group to the user. Deactivate the check box to undo the assignment. The assigned tank groups are listed in the "Workplace – Tank" view.
8. Activate the **By E-Mail** check box if you want the user to also be informed about tank events by e-mail. The e-mail connection must be set up for SupplyCare before the user can be notified by mail (see Page 145).
9. Enable the check boxes corresponding to the events for which the user should receive notification.

- **PP** (plan point)
- **SP** (ship point)
- **SST** (safety stock)
- **TF/OF** (Tank freeze/object freeze): comprises all the information regarding tank freeze/object freeze events
- **PDL** (planned delivery/disposal loop): comprises all the new deliveries/disposals which have been planned or deleted
- **PDE** (planned delivery/disposal events): comprises all the early, late, missed and completed deliveries/disposals

10. Activate the **PDL** (planned delivery/disposal loop) and **PDE** (planned delivery/disposal events) check boxes for the deliveries/disposals for which the user should receive notification.
11. Click  to save your entries. Click  to abort the process.

11.3 Managing tanks

Notice!

NOTICE

- Only people whose user role is configured as **Technical system administrator** or **Master Data** can create, change and delete tanks.
- Depending on your configuration, **Objects** are displayed instead of **Tanks**. For more information refer to the appropriate chapter in the Service Manual for System administration.

11.3.1 Creating a tank

There are several ways to create a tank in SupplyCare: you can use the Tank setup wizard or the tabs in the **Configuration** menu, **Tank** menu item.

By using the Tank setup wizard you can easily select the tank settings for a new tank: the basic settings **Tank name**, **Capacity**, **Tank type** and **Tank group** and other optional tank settings. The settings can be changed subsequently via the tabs mentioned above.

Notice!

NOTICE

- A tank always has to be assigned to a tank group since you can only assign tank groups to a user.
- The "Location", "Buyer", "Supplier" and "Product" first have to be created before you can select elements for these fields. The Buyer and Supplier are created as a Company (see Page 81).

a) Creating a tank using the Tank setup wizard

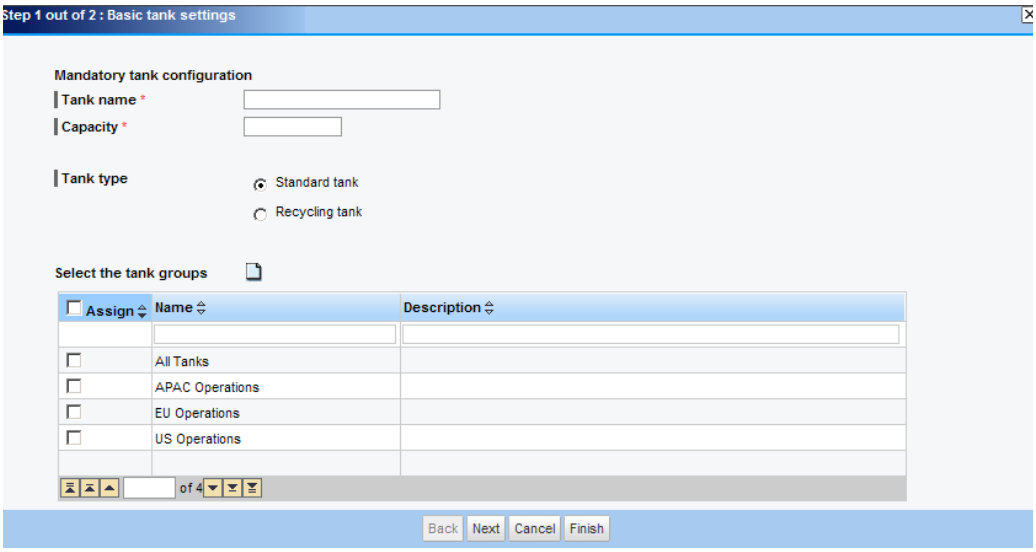
1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The detail view is displayed in the Application window.
4. Click the **Tank setup wizard** button.

Notice!

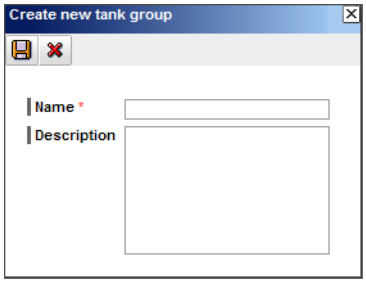
NOTICE

The Tank wizard **cannot** be used to create aggregated tanks.

5. The dialog window **Step 1 out of 2: Basic tank settings** is displayed:

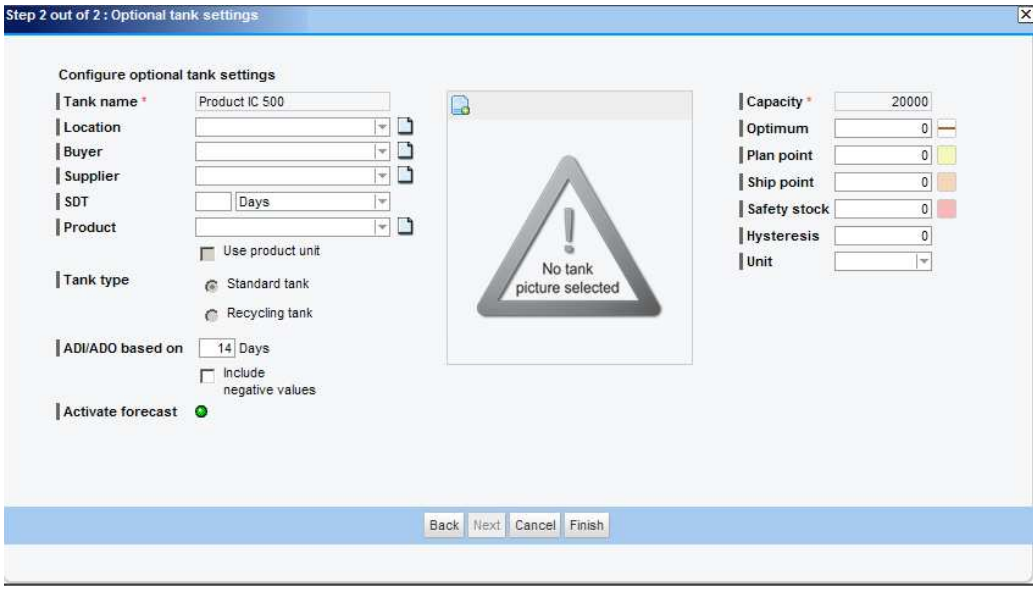


6. Enter the following data:
Tank name (mandatory)
Capacity (mandatory)
Tank type (see Page 90)
7. By activating the **checkbox** in the **Assign** column, assign the tank to a tank group that already exists or create a new tank group if applicable.
8. Click the  button to create a new tank group.
9. The **Create new tank group** dialog window appears:



10. Enter the following data:
Name (mandatory)
Description
11. Click  to save your entries. Click  to abort the process.
12. Click **Next** to enter more optional tank settings, click **Cancel** to cancel the process or click **Finish** to finish creating the tank.

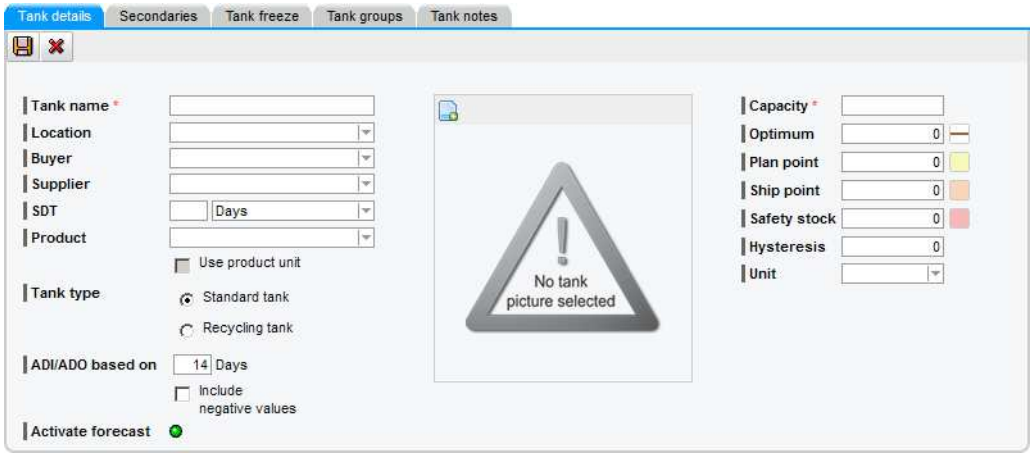
13. When you click **Next** the **Step 2 out of 2 : Optional tank settings** dialog window appears:



14. Enter the data as described on Page 89.
15. Click the appropriate  button to create a new location, buyer, supplier and product.
16. Select a graphic depicting the appropriate tank shape (see Page 92).
17. Click **Back** to go back to the **Step 1 out of 2: Basic tank settings** dialog window, click **Cancel** to cancel the process or **Finish** to finish creating the tank.

b) Creating a tank using the tabs in the "Configuration" menu, "Tank" menu item

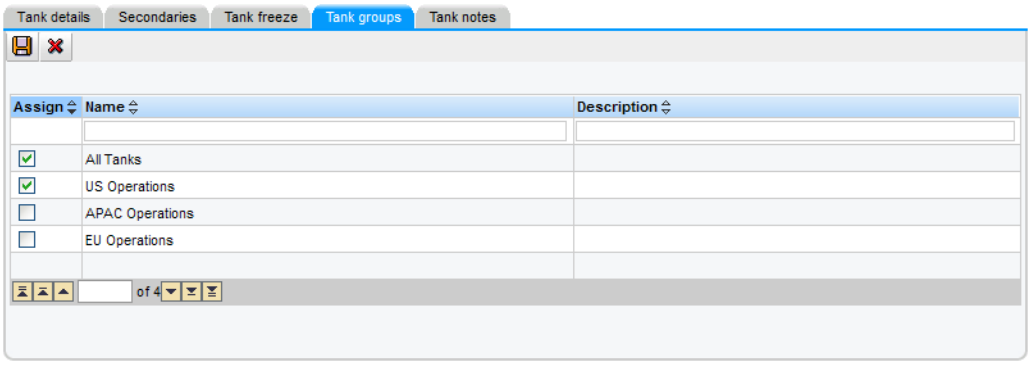
1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The detail view is displayed in the Application window. In the lower section, select the **Tank details** tab.
4. Click the  button.
5. The tab is displayed in the edit mode.



6. Here, you can enter data on the tank such as:
   - **Tank name** (obligatory)
   - **Location**: select the location from the picklist.
   - **Buyer**: select a buyer (company) from the picklist.
   - **Supplier:** select a supplier (company) from the picklist.
   - **SDT** (Standard delivery/disposal time)
   - **Product**: select a product from the picklist.
   - **Use product unit**: if this option is activated, the unit of the selected product is automatically used in the "Unit" field. The values in the fields "Capacity", "Optimum", "Plan point", "Ship point", "Safety stock" and "Hysteresis" are converted based on the density entered for the product.
   - **Tank type**: By activating the **Standard tank** checkbox, you specify that the tank is a standard type of tank, and by activating the **Recycling tank** checkbox you specify that the tank is a recycling tank. The event messages and the way the inventory chart and levels are displayed are adapted to this tank type (see Page 90).
   - **ADI/ADO based on**: 14 days is the standard value specified here. This period is used for extrapolating in the inventory chart (see Page 37).
   - **Include negative values**: If this option is enabled, negative measuring values are included in the ADI/ADO calculations.
   - **Activate forecast**: If this option is enabled, a forecast of the inventory is displayed in the "Inventory Chart" tab.
     The enabled forecast is displayed with a green button; the disabled forecast is displayed with a red button. This option can be changed in edit mode by clicking the green or red button.
   - **Capacity** (obligatory)
   - **Optimum** (for standard tanks only)
   - **Plan point**
   - **Ship point**(for standard tanks only)
   - **Safety stock**
   - **Hysteresis:** the hysteresis serves to prevent constant event messages, e.g. due to a fluctuating level (see Page 91).
   - **Unit**
7. In the case of a standard tank it is possible to deactivate the **Optimum**, **Plan point, Ship point** and **Safety stock** input fields individually, and the **Safety stock** and **Plan point** fields in the

case of a recycling tank. For this purpose, click the button to the right of the specific input field. This field then becomes gray just like the button. It is no longer possible to enter information. These input fields can be activated by clicking the gray button in question.

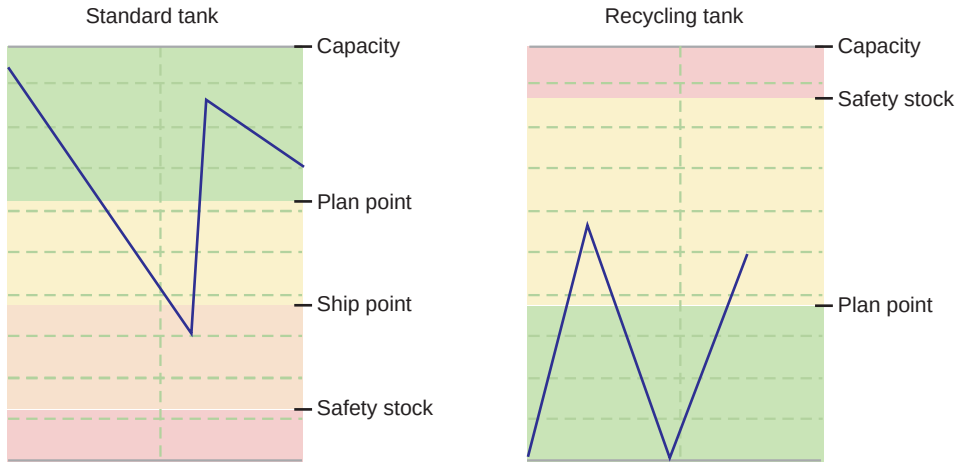
8. Select a graphic depicting the appropriate tank shape (see Page 92).
9. Click to save your entries. Click to abort the process.
10. Select the **Tank groups** tab.
11. Click the button.
12. The tab is displayed in the edit mode.



13. Activating the **check box** in the **Assign** column assigns the tank to a tank group.
14. Click to save your entries. Click to abort the process.

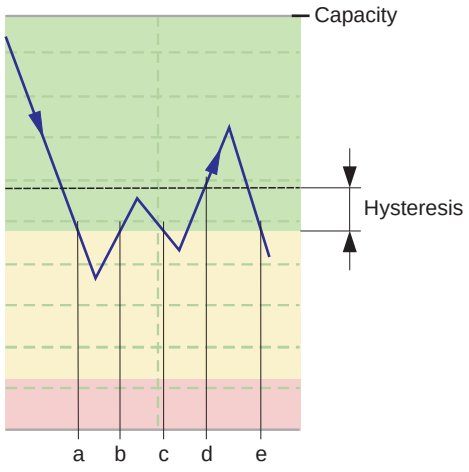
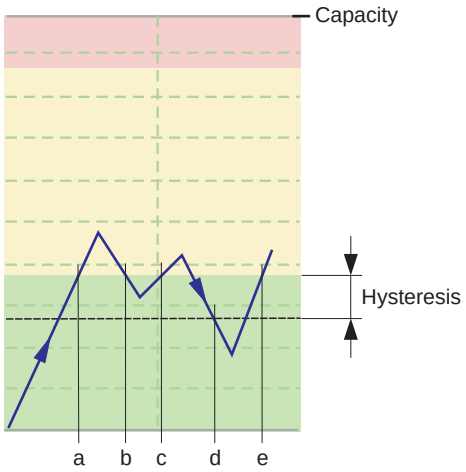
Standard tank and recycling tank

SupplyCare distinguishes between standard tanks and recycling tanks. From a standard tank, the product is withdrawn. For a recycling tank, the tank is filled with the product.
Activating the **Recycling** check box turns the standard tank into a recycling tank. The display logic in the inventory chart and the notification logic are changed according to the following illustration.



Hysteresis

The hysteresis pertains solely to event notifications. The hysteresis prevents multiple triggering of an event notification, e.g. due to fluctuating levels. The hysteresis applies to the following events: Plan point, Ship point and Safety stock.

Standard tank	Recycling tank
	
a) The level falls below the limit value for the Plan point. The "Plan point reached" event is triggered. The status of the event is set to **Open**. b) The level climbs back above the limit value for the Plan point. The status for event a) remains **Open**. The tank status switches to "OK" (green). c) The level falls back below the limit value for the Plan point. No new event is triggered. The status for event a) remains **Open**. The tank status switches to "Plan point reached" (yellow). No new event is triggered, as the level has not first climbed above the limit value for the Plan point plus the hysteresis. d) The level rises above the limit value for the Plan point plus the hysteresis. Event a) now assumes the status **Done**. e) The level falls back below the limit value for the Plan point. A new "Plan point reached" event is triggered. The status of the event is set to **Open**.	a) The level climbs above the limit value for the Plan point. The "Plan point reached" event is triggered. The status of the event is set to **Open**. b) The level falls below the limit value for the Plan point. The status for event a) remains **Open**. The tank status switches to "OK" (green). c) The level climbs back above the limit value for the Plan point. No new event is triggered. The status for event a) remains **Open**. The tank status switches to "Plan point reached" (yellow). No new event is triggered, as the level has not first fallen below the limit value for the Plan point minus the hysteresis. d) The level falls below the limit value for the Plan point minus the hysteresis. Event a) now assumes the status **Done**. e) The level climbs back above the limit value for the Plan point. A new "Plan point reached" event is triggered. The status of the event is set to **Open**.

11.3.2 Selecting and deleting a depicted tank shape

Selecting a depicted tank shape

In the "Tank details" tab, you can select a graphic depicting the appropriate tank shape for a tank created. The selected graphic is also displayed in the "Workplace – Tank" view in the "Tank details" tab.

NOTICE

Notice!

- The "Vertical bar"  and "Horizontal bar"  tank pictures can be used if you prefer general symbols.
- The "Digital display" tank picture  can be used if you prefer the value to be displayed in digital format.
  Please note that the digital display can show a maximum of 17 digits, including commas and thousand separators. If the value is longer than 17 digits, some or all of the decimal places are not displayed. If the value can still not be displayed with 17 digits even when the decimal places are omitted, the following appears on the display: ##################

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the  button.
5. The tab is displayed in the edit mode.
6. Click the  button.
7. The **Select tank picture** dialog box is displayed.
8. Click the picture of the tank shape that applies for the tank you created.
9. The selected graphic is added to the **Tank details** tab.
10. Click  to save your selection. Click  to abort the process.

Deleting a depicted tank shape

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the  button.
5. The tab is displayed in the edit mode.
6. Click the  button in the **Tank shape** graphic.
7. The prompt "Do you really want to delete?" is displayed.
8. Click **OK** to delete the graphic. The "No tank picture selected" graphic is displayed. Click **Cancel** to abort the process.
9. Click  to save your changes. Click  to abort the process.

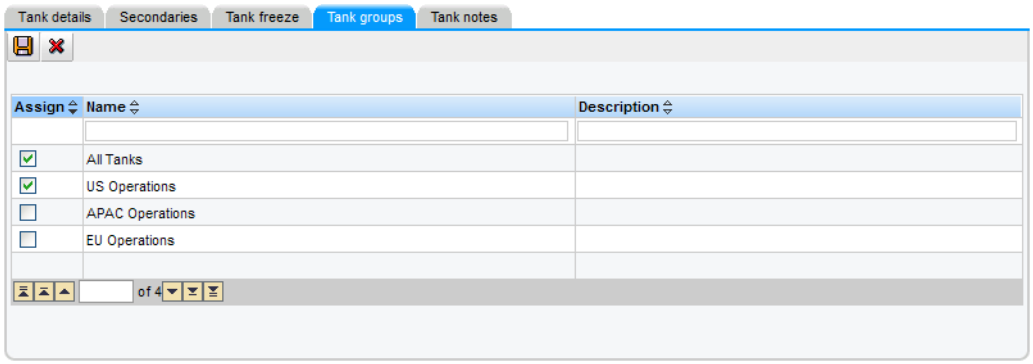
NOTICE

Notice!

The picture is only deleted if you save your changes with the  button.

11.3.3 Changing tank – tank group assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank whose assignment you want to change.
4. Select the **Tank groups** tab.
5. Click the button.
6. The tab is displayed in the edit mode.

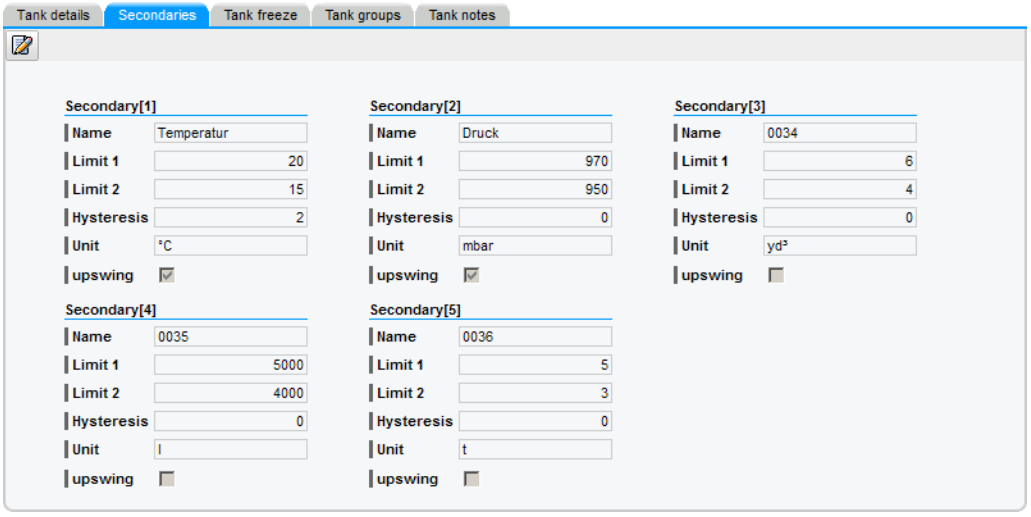


7. Activating the check box in the **Assign** column assigns the tank to a tank group. Deactivate the check box to undo the assignment.
8. Click to save your entries. Click to abort the process.

11.3.4 Configuring secondaries

If secondary values have been assigned to the tank via the "Gateway configuration" menu item in the "Assign measuring point to tank" tab, these secondary values are displayed in the "Secondaries" tab.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the lower section of the application window, select the **Secondaries** tab.
4. Click the button.
5. The tab is displayed in the edit mode.

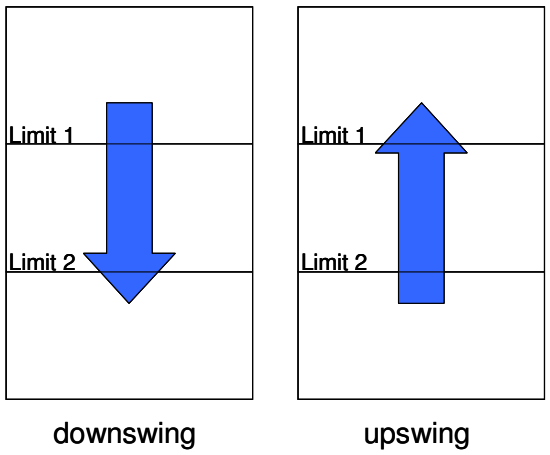


6. You can enter additional information on the secondary values here, such as:
   - **Name:** The name is displayed in the "Workplace – Tank" view in the "Tank name" column and in the "Inventory chart" tab.
   - **Limit 1**: See the following section: Display for "Descending limits" and "Ascending limits".
   - **Limit 2**: See the following section: Display for "Descending limits" and "Ascending limits".
   - **Hysteresis**
   - **Unit** (read only)
   - **Upswing**: Switch between descending and ascending limits.

Display for "Descending limits" and "Ascending limits"

Using the **Upswing** check box, choose between the "Descending limits" and "Ascending limits" display.

"Upswing" check box	Description	Column in the " Workplace – Tank" view
Descending limits: "Upswing" check box disabled	Limit 1	PP (plan point)
	Limit 2	SST (safety stock)
Ascending limits: "Upswing" check box enabled	Limit 2	PP (plan point)
	Limit 1	SST (safety stock)

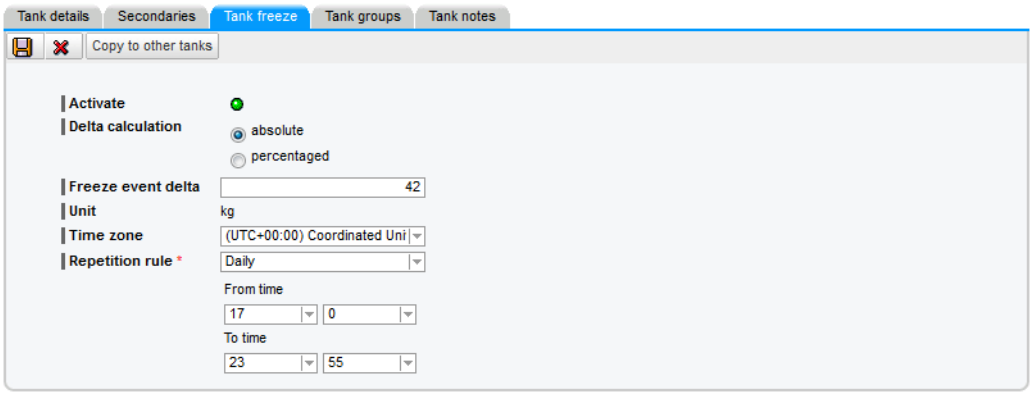


11.3.5 Configuring tank freeze events

Tank freeze events are generated using an internal limit based on the latest measurement received for the tank within a defined time span, e.g. to recognize material theft, leakage or defects.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the lower section of the application window, select the **Tank freeze** tab.
4. Click the  button.

5. The tab is displayed in the edit mode.



6. Here you can enter data to configure tank freeze events, such as:
   - **Activate:** If this option is enabled, tank freeze events are enabled.
     The enabled tank freeze events are displayed with a green button; the disabled tank freeze events are displayed with a red button. This option can be changed in edit mode by clicking the green or red button. The default setting for this option is "disabled".
   - **Delta calculation:** Select **absolute** to specify the **Freeze event delta** as a fixed value in the unit of the tank. Select **percentaged** to specify the **Freeze event delta** as a percentage of the configured tank capacity. The default setting for this option is **absolute**.
   - **Freeze event delta:** (obligatory) Enter a positive numeric value.
     At the beginning of the monitoring time the last measured tank value (e.g. the tank level) is saved ("frozen"). This "frozen" measurement is compared with the current measurements during the monitoring time. If the difference between the frozen measurement and the current measurement exceeds the **Freeze event delta** (positive or negative), a tank freeze event is generated.
   - **Unit:** Displays the unit configured for the tank capacity if **Delta calculation** is set to **absolute**. Displays **"%"** otherwise.
   - **Time zone:** Select the time zone to be used for the monitoring times configured under **Repetition rule**.
   - **Repetition rule:** (obligatory) Select a rule for the repetition of the monitoring time.
     Daily: Select a **From time** (start time) and a **To time** (end time) for the daily monitoring for tank freeze events.
     The **From time** must represent an earlier time point than the **To time**. For a daily monitoring time from a time point before midnight and after midnight, configure a **Weekly on every...** repetition rule.
     Weekly on every...: Configure monitoring times for tank freeze events for each weekday individually.
     For more details on the configuration of the **Weekly on every...** repetition rule, refer to the following chapter "Configuring the Weekly on every... repetition rule". → See Page 95.

7. Click  to save your configuration. Click  to abort the process.

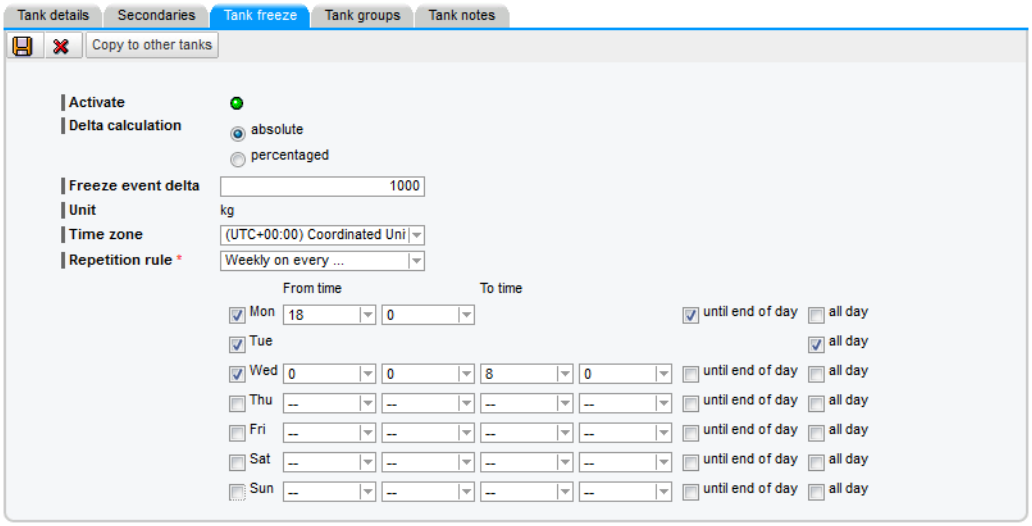
Notice!

NOTICE

Use the **Copy to other tanks** button to copy the **Tank freeze** configuration to other tanks. For more details, refer to the chapter "Copying the Tank freeze configuration to other tanks". → See Page 96.

Configuring the Weekly on every... repetition rule

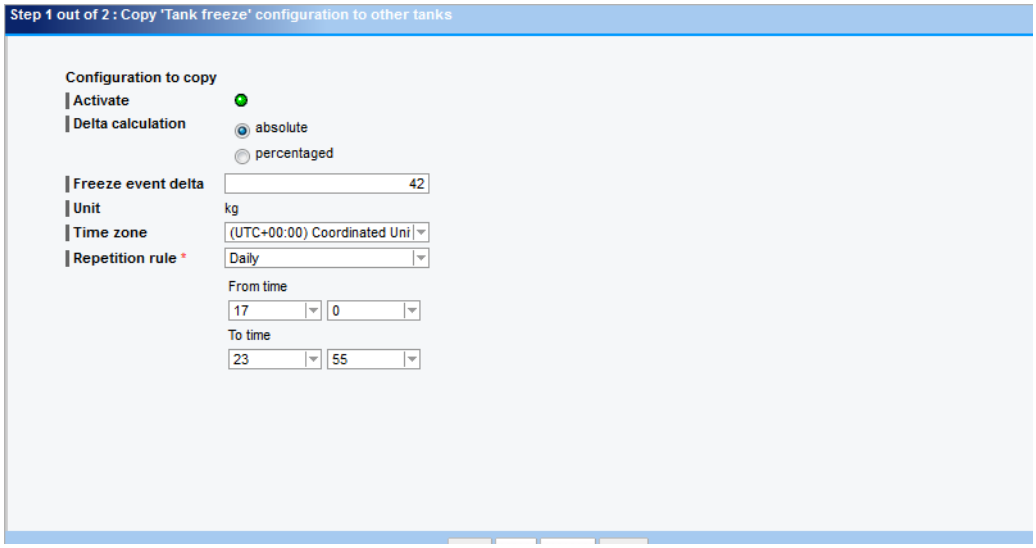
Configure monitoring times for tank freeze events for each weekday individually.



– Select the weekdays for which to configure the monitoring times.
– Select a **From time** (start time) and a **To time** (end time) for the monitoring for tank freeze events of the selected day. If the **To time** is smaller than the **From time**, the monitoring time extends into the next weekday. E.g. if for a selected Monday a **From time** of 18:00 and a **To time** of 6:00 is configured, the monitoring time runs from 18:00 on Monday to 6:00 on Tuesday even if the Tuesday is not selected.
– Select **until end of day** for a selected weekday to set the end of the monitoring time to 23:59, i.e. substituting **To time** with 23:59.
If **until end of day** is selected, **To time** is disabled and hidden.
– Select **all day** for a selected weekday to set the monitoring time from 0:00 to 23:59, i.e. substituting **From time** with 0:00 and **To time** with 23:59.
If **all day** is selected, **From time** and **To time** are disabled and hidden.

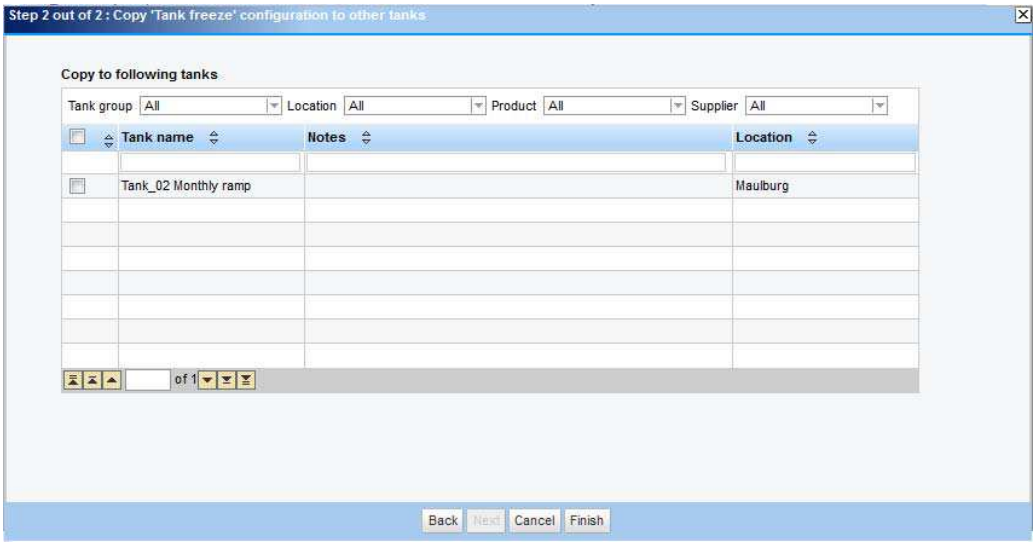
Copying the Tank freeze configuration to other tanks

1. Click the **Copy to other tanks** button in the Tank freeze tab.
2. The dialog window **Step 1 out of 2: Copy 'Tank freeze' configuration to other tanks** is displayed:



3. The window displays the last saved Tank freeze configuration.
Change the configuration if desired.

4. Click **Next** to proceede to the next step, click **Cancel** to cancel the process.
5. When you click **Next**, the dialog window **Step 2 out of 2: Copy 'Tank freeze' configuration to other tanks** is displayed:



6. Select the tanks to which you want to copy the Tank freeze configuration by activating the check boxes before the tanks.
   You can filter the displayed tanks by **Tank group**, **Location**, **Product** or **Supplier**.
7. Click **Back** to return to the previous step, click **Cancel** to cancel the process or **Finish** to copy the Tank freeze configuration to the selected tanks.

11.3.6 Adding, opening and deleting files and other information for a tank

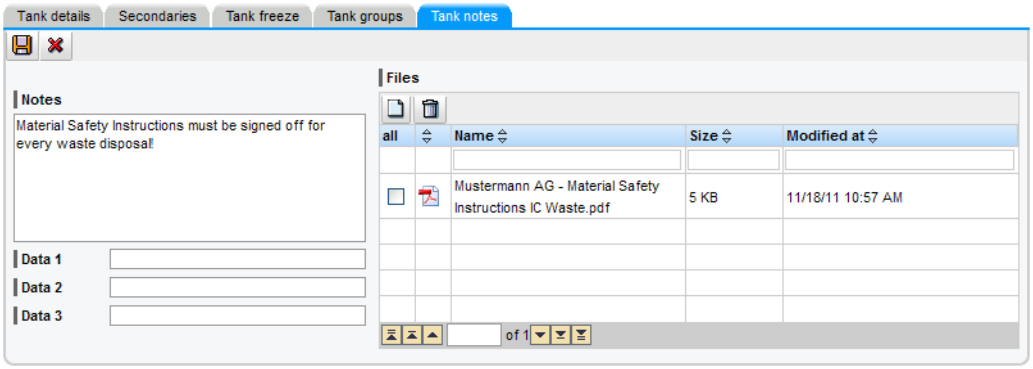
Using the **Tank notes** tab, you can add additional information for a tank and a maximum of five files. The information entered here and the attached files are also displayed in the "Workplace – Tank" view, "Notes and files" tab.

The files must meet the following requirements:
- File formats supported: doc, xls, pdf, ppt, jpg, gif, png, bmp or txt.
- Maximum file size: 5 MB

Adding a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to add a file.
4. Select the **Tank notes** tab.

5. Click the button.



6. The **Tank notes** tab is displayed in the edit mode.
7. Enter a description for the **Notes, Data 1**, **Data 2** and **Data 3** fields.
8. Click the button in the table.
9. The **Upload new file** dialog box is displayed.
10. Click the **Search** button.
11. Select the **File** in your directory. The file name is displayed in the "Name" column in the table.
12. Click the **Upload new file** button.
13. The file is listed in the table with information on the file format, file name, file size and the date the file was last changed.

Opening or saving a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank notes** tab.
4. Click the **File name** (hyperlink) in the **Name** column in the table.
5. A dialog box opens. Here you can choose whether you want to open the file or save it.
6. Click **OK** to open or save the file. Click **Cancel** to abort the process.

Deleting a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank notes** tab.
4. Click the button.
5. The **Tank notes** tab is displayed in the edit mode.
6. In the table, enable the check box for the file that you want to delete.
7. Click the button.
8. The prompt "Do you really want to delete?" is displayed.
9. Click **OK** to delete the file. Click **Cancel** to abort the process.
10. Click to save your changes. Click to abort the process.

NOTICE

Notice!

- The file is only deleted if you save your changes by pressing the button.
- You can change or delete descriptions in the **Notes, Data 1**, **Data 2** and **Data 3** fields in the

editing mode. Click  to save the changes.

11.3.7 Changing a tank

→ See Page 27, Chapter 3.6.5.

11.3.8 Deleting a tank

→ See Page 30, Chapter 3.6.8.

11.3.9 Copying a tank

→ See Page 31, Chapter 3.6.9.

11.4 Managing aggregated tanks

Notice!

NOTICE

- Only people whose user role is configured as **Master Data** can create, change and delete aggregated tanks.
- Depending on your configuration, **Aggregated Objects** are displayed instead of **Aggregated Tanks**. For more information refer to the appropriate chapter in the Service Manual for System administration.

11.4.1 Creating an aggregated tank

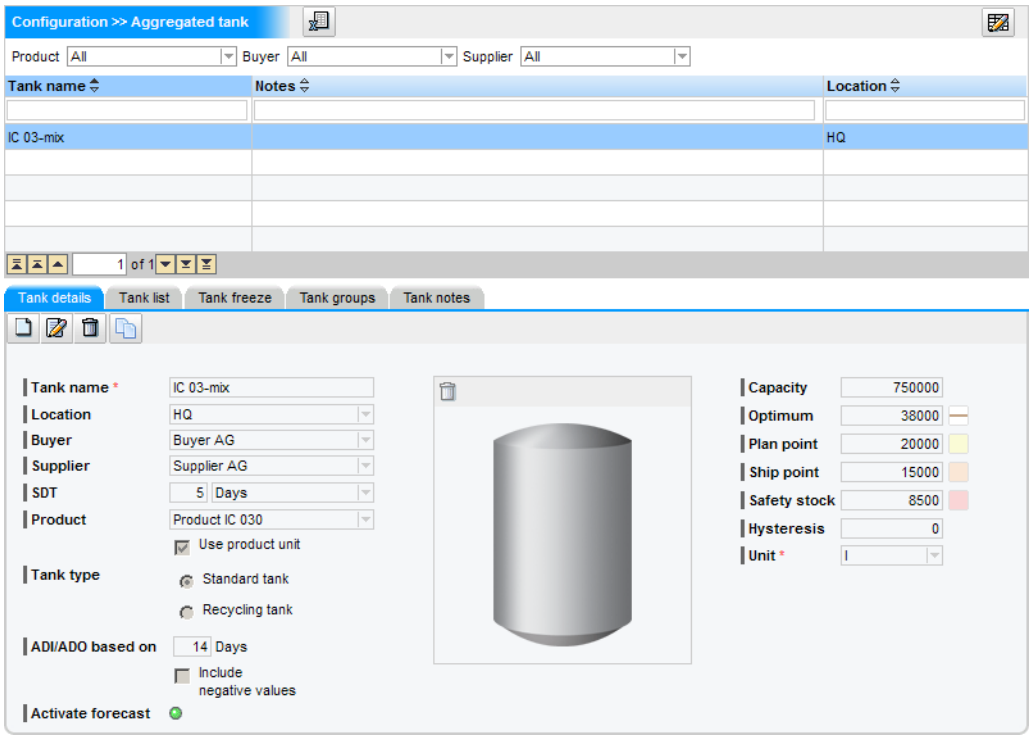
Notice!

NOTICE

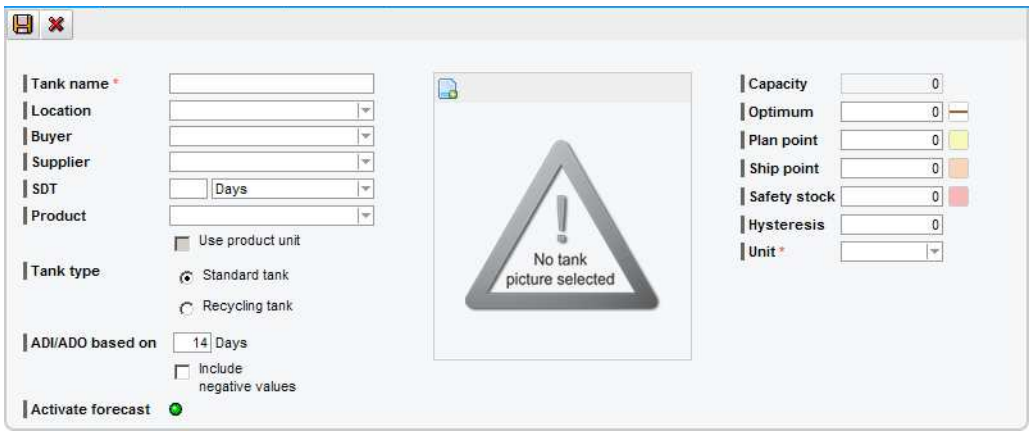
- The "Location", "Buyer", "Supplier" and "Product" first have to be created before you can select elements for these fields. The Buyer and Supplier are created as a Company (see Page 81).
- If you have assigned a tank to an aggregated tank, this tank is removed from the "Tank assignment" tabs under the "Tank", "Tank group" and "Report" menu items.
- If you would like to make changes to a tank that is assigned to an aggregated tank, you first have to remove the tank from the tank list.
- If you want to assign a tank, which is already assigned to a tank group, to an aggregated tank, this tank must be removed from the tank group.
- An aggregated tank always has to be assigned to a tank group since you can only assign tank groups to a user.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Aggregated tank** menu item.

3. The following detail view is displayed in the Application window:



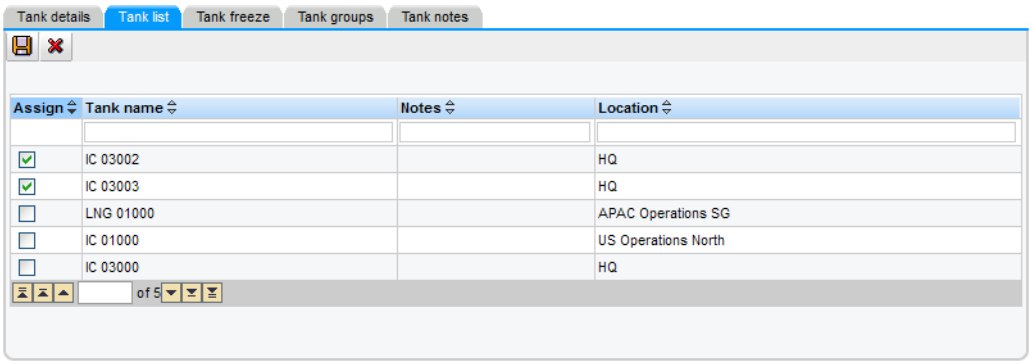
4. In the lower section of the application window, select the **Tank details tab.**
5. Click the  button.
6. The tab is displayed in the edit mode.



7. Here, you can enter data on the aggregated tank such as:
   - **Tank name** (obligatory)
   - **Location**: select the location from the picklist.
   - **Buyer**: select a buyer (company) from the picklist.
   - **Supplier**: select a supplier (company) from the picklist.
   - **SDT** (Standard delivery/disposal time)
   - **Product**: select a product from the picklist.
   - **Use product unit**: if this option is activated, the unit of the selected product is automatically used in the "Unit" field.
   - **Tank type**: By activating the **Standard tank** checkbox, you specify that the aggregated tank is a standard type of tank, and by activating the **Recycling tank** checkbox you specify that the tank is a recycling tank. The event messages and the way the inventory chart and levels are displayed are adapted to this tank type (see Page 90).
   - **ADI/ADO based on**: 14 days is the standard value specified here. This period is used for extrapolating in the inventory chart (Page 37).

- **Include negative values**: If this option is enabled, negative measuring values are included in the ADI/ADO calculations.
- **Activate forecast**: If this option is enabled, a forecast of the inventory is displayed in the "Inventory Chart" tab.
  The enabled forecast is displayed with a green button; the disabled forecast is displayed with a red button. This option can be changed in edit mode by clicking the green or red button.
- **Use product unit**: if this option is activated, the unit of the selected product is automatically used in the Unit field.
- **Capacity** (read only)
- **Optimum**
- **Plan point**
- **Ship point**
- **Safety stock**
- **Hysteresis** (Page 91)
- **Unit** (obligatory)

8. In the case of a standard tank it is possible to deactivate the **Optimum**, **Plan point, Ship point** and **Safety stock** input fields individually, and the **Safety stock** and **Plan point** fields in the case of a recycling tank. For this purpose, click the button to the right of the specific input field. This field then becomes gray just like the button. It is no longer possible to enter information. These input fields can be activated by clicking the gray button in question.
9. Select the **Tank list** tab.
10. Click the  button.
11. The tab is displayed in edit mode in the lower part of the Application window.



12. Activating the appropriate check box in the **Assign** column assigns the tanks to the aggregated tank.

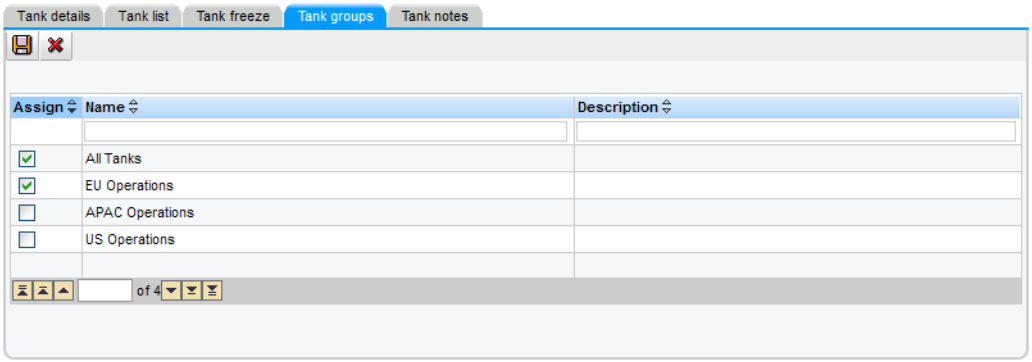
Notice!

NOTICE

Only the same type of tanks – i.e. standard tanks or recycling tanks – are displayed in the tank list. In the "Measuring point details" tab, these tanks must be assigned a measuring point and the same "Engineering unit (for application)" as has been assigned to the aggregated tank. Only these tanks can be added to the aggregated tank.

13. Click  to save your entries. Click  to abort the process.
14. Select the **Tank groups** tab.
15. Click the  button.

16. The tab is displayed in the edit mode.



17. Activating the **check box** in the **Assign** column assigns the tank to a tank group.
18. Click to save your entries. Click to abort the process.

11.4.2 Selecting and deleting a depicted tank shape

Selecting a depicted tank shape

In the "Tank details" tab, you can select a graphic depicting the appropriate tank shape for a tank created. The selected graphic is also displayed in the "Workplace – Tank" view in the "Tank details" tab.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the button.
5. The tab is displayed in the edit mode.
6. Click the button.
7. The **Select tank picture** dialog box is displayed.
8. Click the picture of the tank shape that applies for the tank you created.
9. The selected graphic is added to the **Tank details** tab.
10. Click to save your selection. Click to abort the process.

Deleting a depicted tank shape

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the button.
5. The tab is displayed in the edit mode.
6. Click the button in the **Tank shape** graphic.
7. The prompt "Do you really want to delete?" is displayed.
8. Click **OK** to delete the graphic. The "No tank picture selected" graphic is displayed. Click **Cancel** to abort the process.
9. Click to save your changes. Click to abort the process.

NOTICE

Notice!
The picture is only deleted if you save your changes with the button.

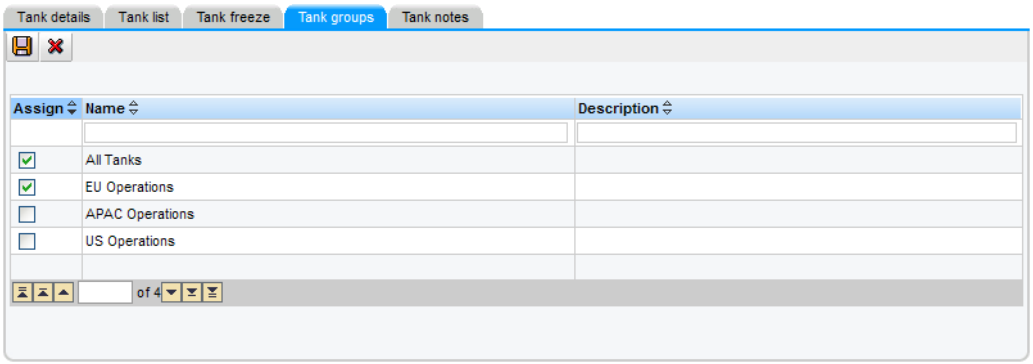
11.4.3 Adding, opening and deleting files and other information for an aggregated tank

Using the **Tank notes** tab, you can add additional information for an aggregated tank and a maximum of five files. The information entered here and the attached files are also displayed in the "Workplace – Tank" view, "Notes and files" tab.

→ For information on adding, opening, saving or deleting a file, see Page 97.

11.4.4 Changing aggregated tank – tank group assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Aggregated tank** menu item.
3. In the overview table, click the aggregated tank whose assignment you want to change.
4. Select the **Tank groups** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



7. Activating the **check box** in the **Assign** column assigns the aggregated tank to a tank group. Deactivate the check box to undo the assignment.
8. Click to save your entries. Click to abort the process.

11.4.5 Configuring aggregated tank freeze events

→ See Page 94, Chapter 11.3.5.

11.4.6 Changing an aggregated tank

→ See Page 27, Chapter 3.6.5.

11.4.7 Deleting an aggregated tank

→ See Page 30, Chapter 3.6.8.

11.4.8 Copying an aggregated tank

→ See Page 31, Chapter 3.6.9.

11.5 Managing locations

Notice!

NOTICE Only people whose user role is configured as **Master Data** can create, change and delete locations.

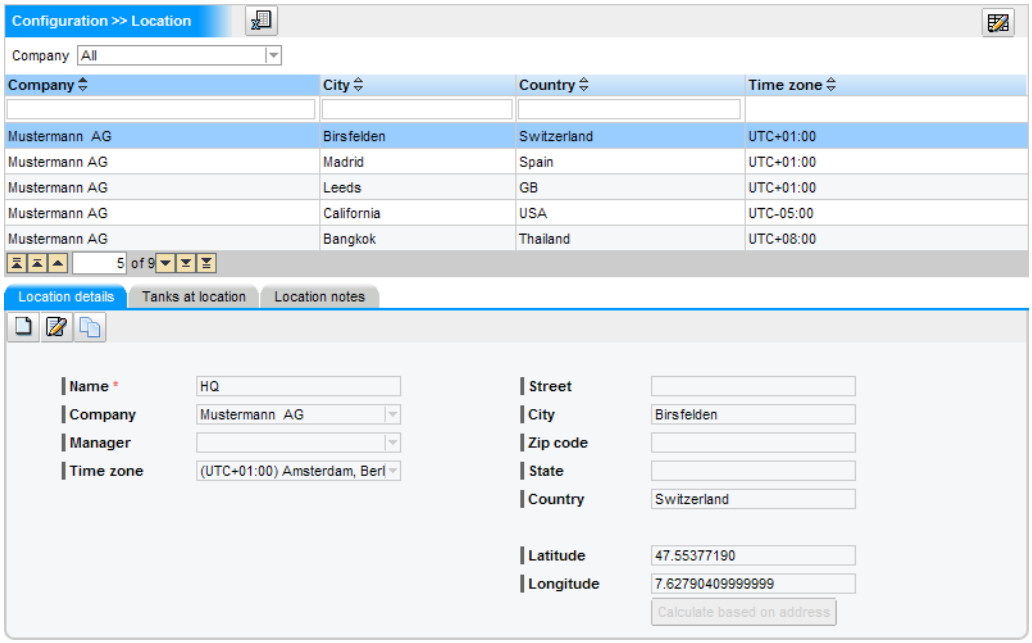
11.5.1 Creating a location

Notice!

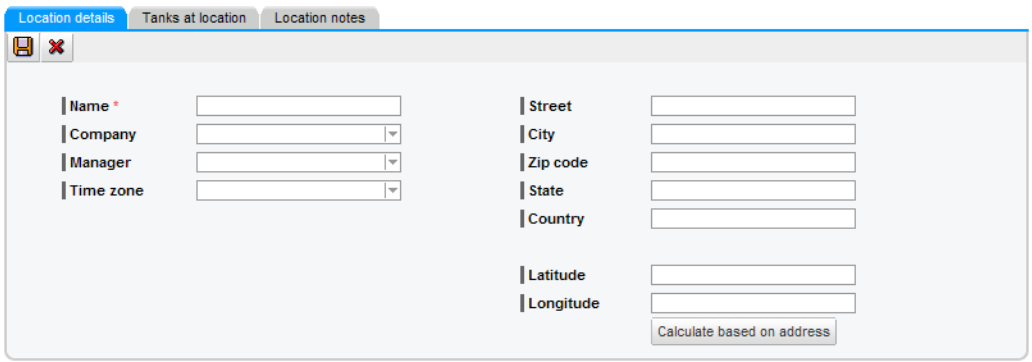
NOTICE A tank must be created before you can assign this tank to a location.

However, you can first create the location and then assign the tanks to a location at a later date.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Location** menu item.
3. The following detail view is displayed in the Application window:



4. In the lower section of the application window, select the **Location details** tab.
5. Click the  button.
6. The tab is displayed in the edit mode.



7. Here, you can enter data for the location such as:
   - **Name** (obligatory): unique identifier of the location
   - **Company**: select the company from the picklist.
   - **Manager**

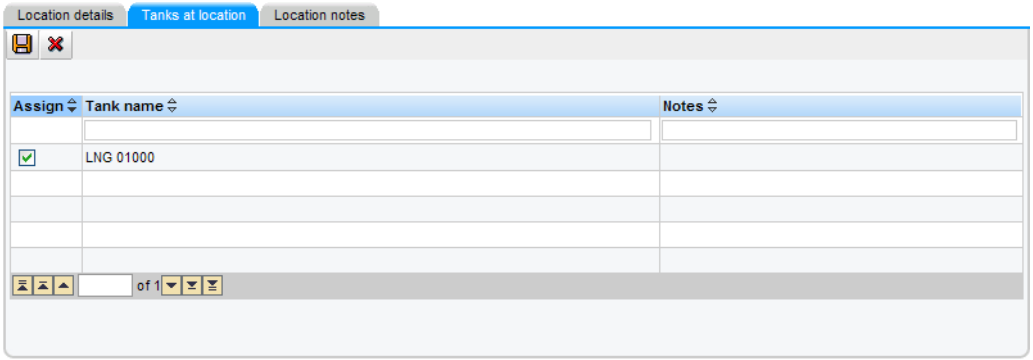
– **Time zone**: select the time zone for the location from the picklist.
  All time data, particularly time stamps for measurements for tanks at this locations are displayed in this time zone. There is also the preferred time zone for users that is used for time information for events.
– **Street**
– **City**
– **Zipcode**
– **State**
– **Country**
– **Longitude** and **Latitude:** you can save the geographical coordinates for this location here (see Page 105). These coordinates are used to display the location on the overview map (see Page 78).
– Calculate based on address: the longitude and latitude are calculated automatically (see Page 107). These coordinates are used to display the location on the overview map (see Page 78).

Notice!

NOTICE

A prerequisite for the display of the fields "Latitude" and "Longitude" is a valid client ID to use the workplace "Map" and the activation of the menu item "Map". You can get the client ID for a fee from the "Google Enterprise Support" (see Page 128). The activation of the menu item "Map" can be executed by yourself (see Page 128).

8. Click  to save your changes. Click  to abort the process.
9. Select the **Tanks at location** tab.
10. Click the  button.
11. The tab is displayed in the edit mode.



12. Activating the **check box** in the **Assign** column assigns the tank to the location.
  The table shows the tanks which are already assigned to the location or which are not yet assigned to a location.
13. Click  to save your changes. Click  to abort the process.

11.5.2 Adding, opening and deleting files and other information for a location

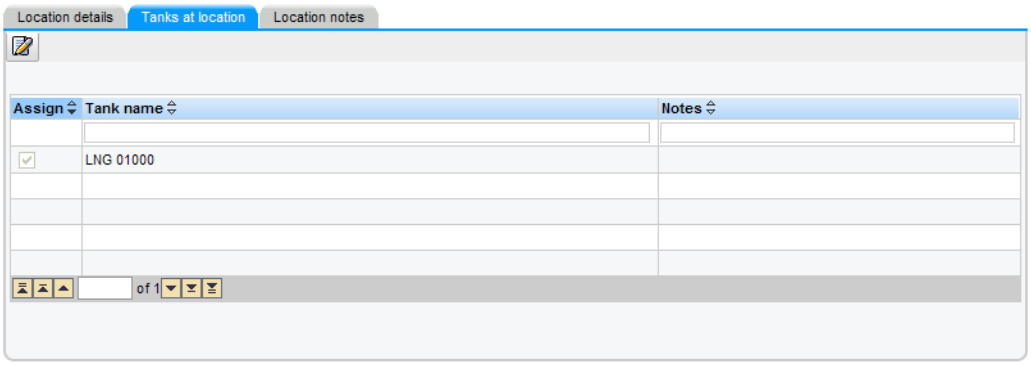
Using the **Location notes** tab, you can add additional information for a location and a maximum of five files. The information entered here and the attached files are also displayed in the "Workplace – Tank" view, "Notes and files" tab.

→ For information on adding, opening, saving or deleting a file, see Page 97.

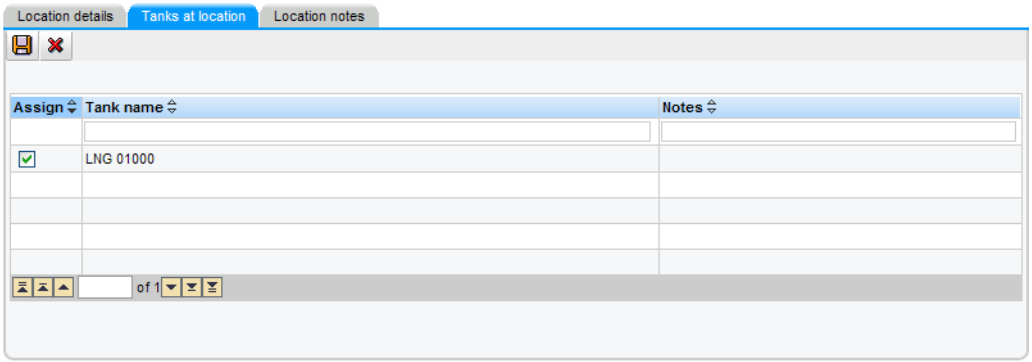
11.5.3 Changing location-tank assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Location** menu item.

3. In the overview table, click the location whose assignment you want to change.
4. Select the **Tanks at location** tab.



5. Click the button.
6. The tab is displayed in the edit mode.



7. Activating the appropriate **check box** in the **Assign** column assigns the tanks to the selected location. Deactivate the check box to undo the assignment.
8. Click to save your entries. Click to abort the process.

11.5.4 Computing the location automatically or entering it manually

Notice!

NOTICE If you change the address data, you must also update the longitude and latitude information.

You can either have the system compute the longitude and latitude automatically based on the address entered, or you can enter this information manually.

Computing the location automatically

1. Click the **Based on address button.**
2. The longitude and latitude automatically computed are displayed in a window.



3. Click **OK** to confirm the longitude and latitude.

If the longitude and latitude cannot be computed because not enough address information is available, for example, the "Unknown or bad address. Please enter manually" message appears on the screen.

Entering the location manually

Enter the longitude and latitude in the corresponding fields.

The latitude must be between -85 and 85, and the longitude must be between -180 and 180. You can enter a number with up to 16 decimal places.

11.5.5 Displaying the location on the map

→ See Page 78, Chapter 10.

11.5.6 Changing a location

→ See Page 27, Chapter 3.6.5.

11.5.7 Deleting a location

→ See Page 30, Chapter 3.6.8.

Notice!

NOTICE You can only delete a location if no tanks are assigned to the location.

11.5.8 Copying a location

→ See Page 31, Chapter 3.6.9.

11.6 Managing products

Notice!

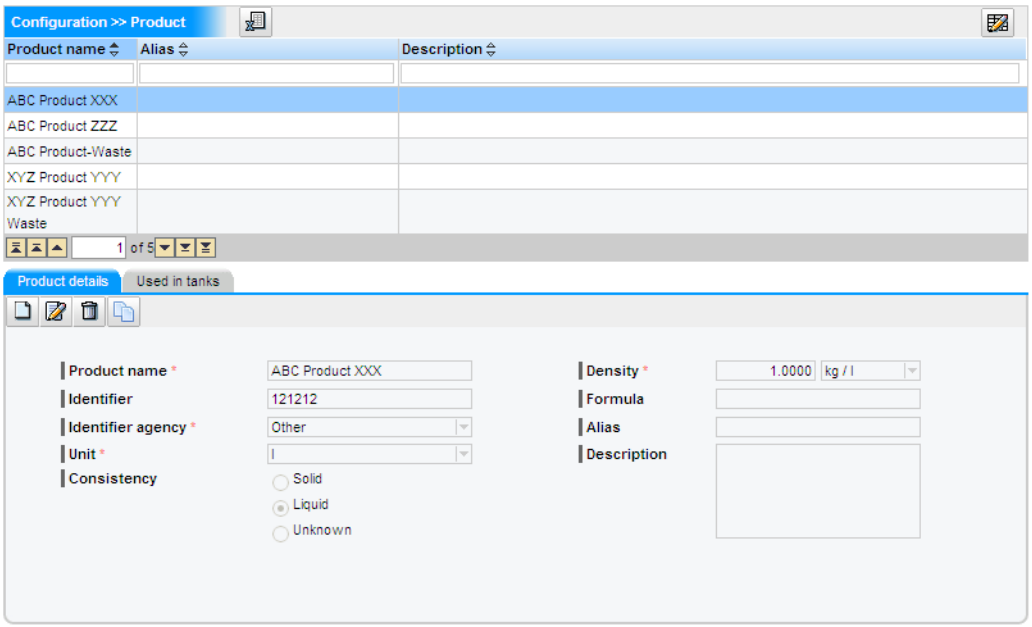
NOTICE Only people whose user role is configured as **Master Data** can create, change and delete products.

11.6.1 Creating a product

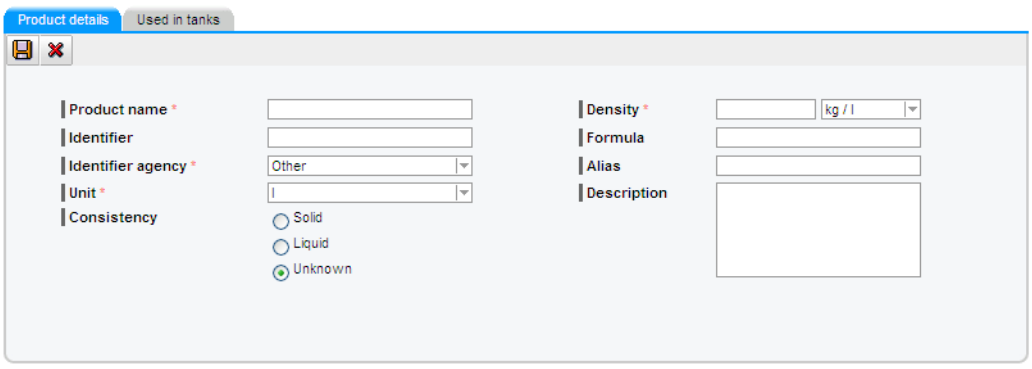
Notice!

NOTICE
- A tank must be created before you can assign a product to a tank.
- However, you can first create the product and then assign the tanks to a product at a later date.
- The "Product name" and the combination of the fields "Identifier" and "Identifier agency" may only be used once in the system.

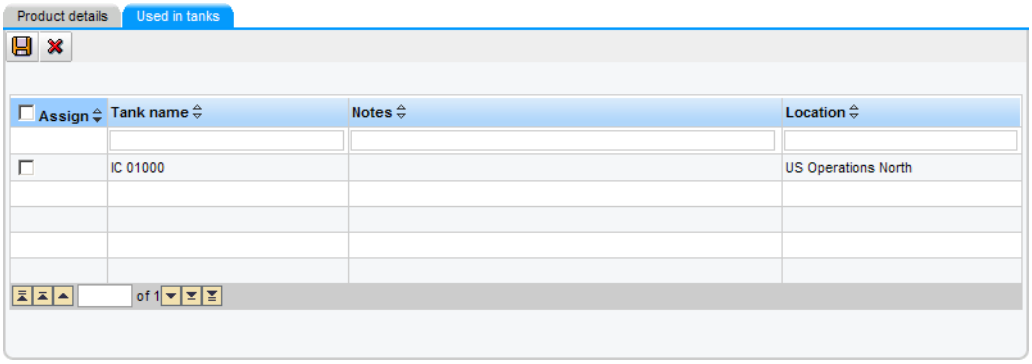
1. Click the **Configuration** menu in the Navigation window.
2. Click the **Product** menu item.
3. The following detail view is displayed in the Application window:



4. In the lower section of the application window, select the **Product details** tab.
5. Click the  button.
6. The tab is displayed in the edit mode.



7. Here, you can enter data on the product such as:
   - **Product name** (obligatory): unique identifier of a product
   - **Identifier**: unique product ID to be used in the CIDX reports
   - **Identifier agency** (obligatory): selection of organization responsible for managing the identifier for the companies. The selection complies with the CIDX standard. The identifier agency is required to create CIDX reports.
   - **Units** (obligatory)
   - **Consistency**
   - **Density** (obligatory): the unit can be selected
   - **Formula**: chemical formula of the product
   - **Alias**: another name for the product, e.g. tradename etc.
   - **Description**: you can enter a multiline description here.
8. Click  to save your entries. Click  to abort the process.
9. Select the **Used in tanks** tab.
10. Click the  button.
11. The tab is displayed in the edit mode.

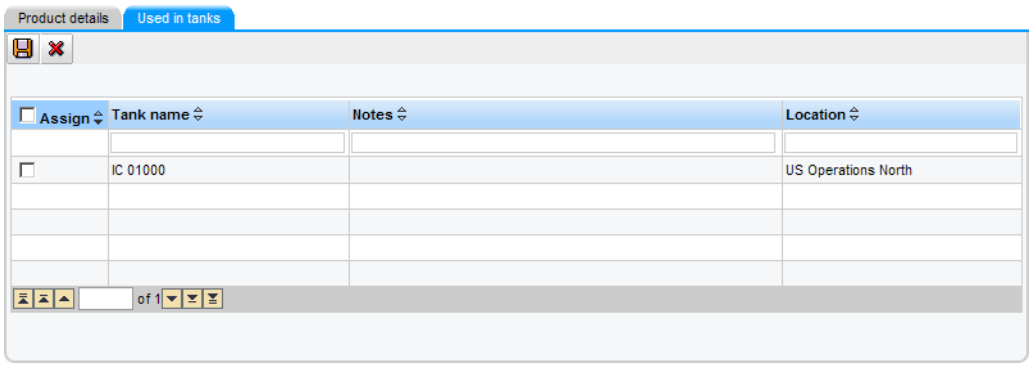


12. Activating the **check box** in the **Assign** column assigns the product to the tank.
    The table shows the tanks which are already assigned to the product or which are not yet assigned to a product.
13. Click  to save your entries. Click  to abort the process.

11.6.2 Changing product – tank assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Product** menu item.
3. In the table, click the product for which you want to change the assignment.
4. Select the **Used in tanks** tab.
5. Click the  button.

6. The tab is displayed in edit mode in the lower section of the Application window:



7. Activating the check box in the **Assign** column assigns the selected product to a tank. Deactivate the check box to undo the assignment.
The table shows the tanks which are already assigned to the product or which are not yet assigned to a product.
8. Click to save your entries. Click to abort the process.

11.6.3 Changing a product

→ See Page 27, Chapter 3.6.5.

11.6.4 Deleting a product

→ See Page 30, Chapter 3.6.8.

Notice!

NOTICE

You can only delete a product if the product is not assigned to a tank. The symbol is only displayed for a product which can be deleted.

11.6.5 Copying a product

→ See Page 31, Chapter 3.6.9.

11.7 Managing tank groups

Notice!

NOTICE

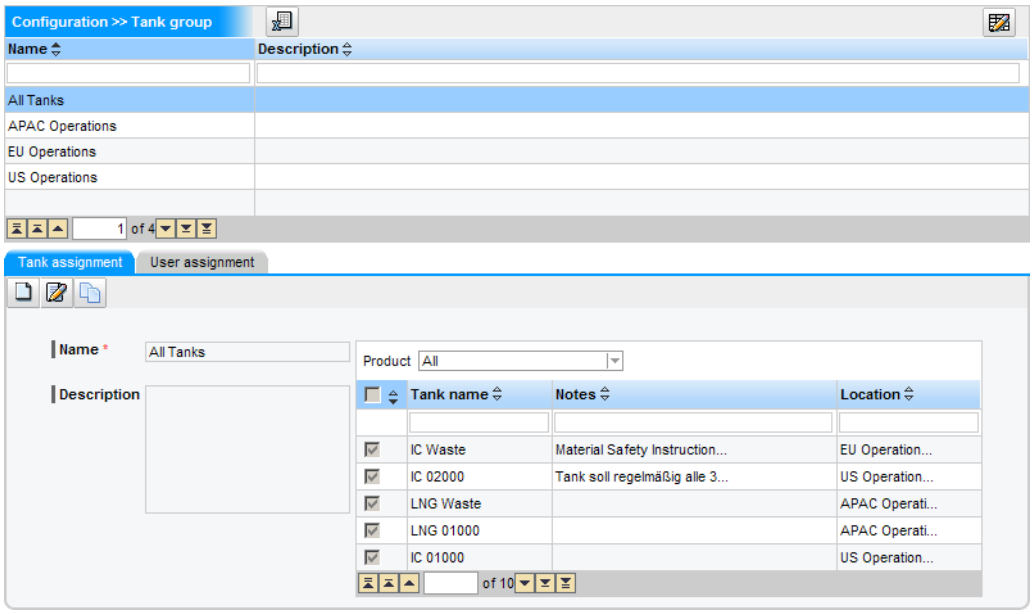
- Only people whose user role is configured as **Master Data** can create, change and delete tank groups.
- Depending on your configuration, **Object groups** are displayed instead of **Tank groups**. For more information refer to the appropriate chapter in the Service Manual for System administration.

Tank groups are used to organize tanks and to assign authorized users to the tanks. In the "Tank assignment" tab, you create tank groups and assign tanks to the groups. You can assign one or more users to the tank group using the "User assignment" tab. In the "User assignment" tab, you also specify the tank events for which the user should receive notification.

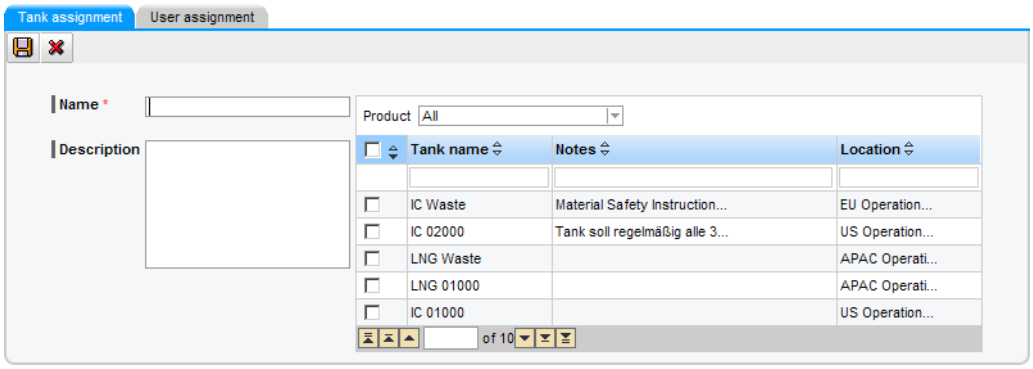
11.7.1 Changing tank groups

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank group** menu item.

3. The following detail view is displayed in the Application window:



4. In the lower section of the Application window, select the **Tank assignment** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



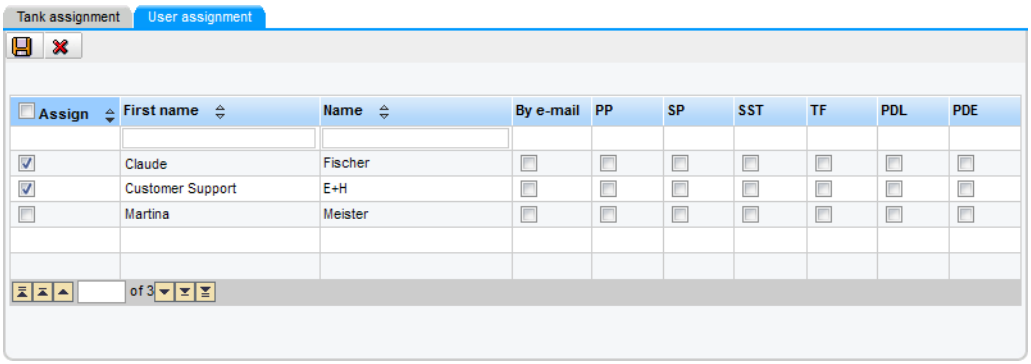
7. Here, you can enter data on the tank group such as:
   - **Name** (obligatory): unique identifier of the tank group
   - **Description**: you can enter a multiline description here.
   - **Assignment**: by means of the table, you can activate the check boxes to assign the corresponding tanks to this tank group.
8. Click to save your entries. Click to abort the process.
9. Select the **User assignment** tab to assign the tank groups to a user (see Page 111).

11.7.2 Assigning users to a tank group and setting up notifications for tank events

You can assign one or more users to the tank group using the "User assignment" tab. On this tab you can also specify the tank events which the user should be informed about.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank group** menu item.
3. Select the **User assignment** tab.
4. Click the button.

5. The tab is displayed in the edit mode.



6. Activating the **check box** in the "Assign" column assigns a user to the tank group. Deactivate the **check box** to undo the assignment. The assigned tank groups are listed in the "Workplace – Tank" view.
7. Activate the **By E-Mail** check box if you want the user to also be informed about tank events by e-mail. The e-mail connection must be set up for SupplyCare before the user can be notified by mail (see Page 145).
8. Enable the check boxes corresponding to the events for which the user should receive notification.
   - **PP** (plan point)
   - **SP** (ship point)
   - **SST** (safety stock)
   - **TF/OF** (Tank freeze/object freeze): comprises all the information regarding tank freeze/object freeze events
   - **PDL** (planned delivery/disposal loop): comprises all the new deliveries/disposals which have been planned or deleted
   - **PDE** (planned delivery/disposal events): comprises all the early, late, missed and completed deliveries/disposals
9. Click  to save your entries. Click  to abort the process.

11.7.3 Sending test event e-mail (user assignment)

Notice!

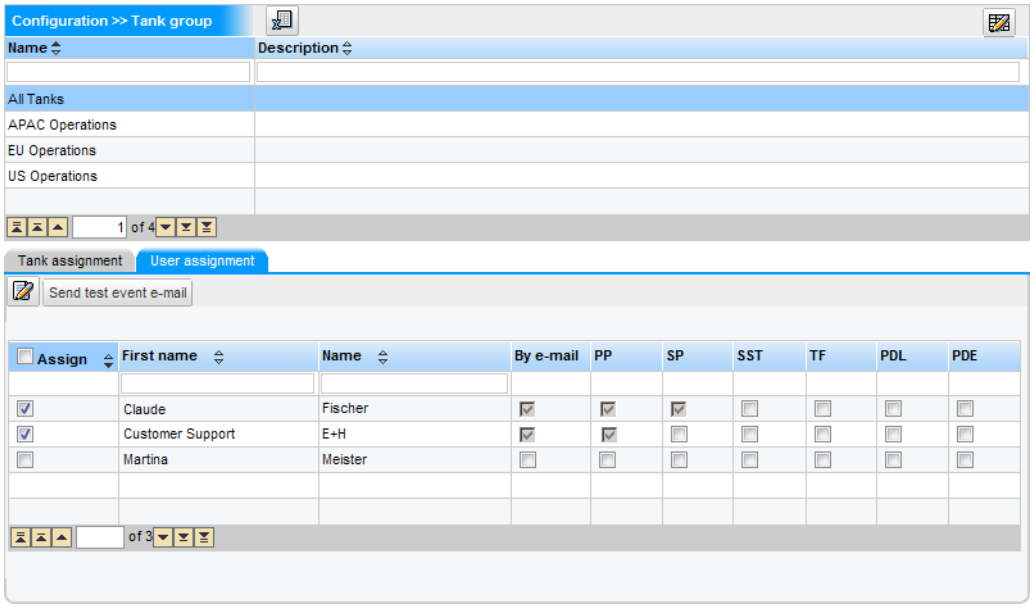
NOTICE

- Only individuals with **Master Data** configured as their user role can send test event e-mails.
- A test event e-mail is created in the language that corresponds to the language setting of the specific addressee in the **Configuration** menu, **User** menu item.

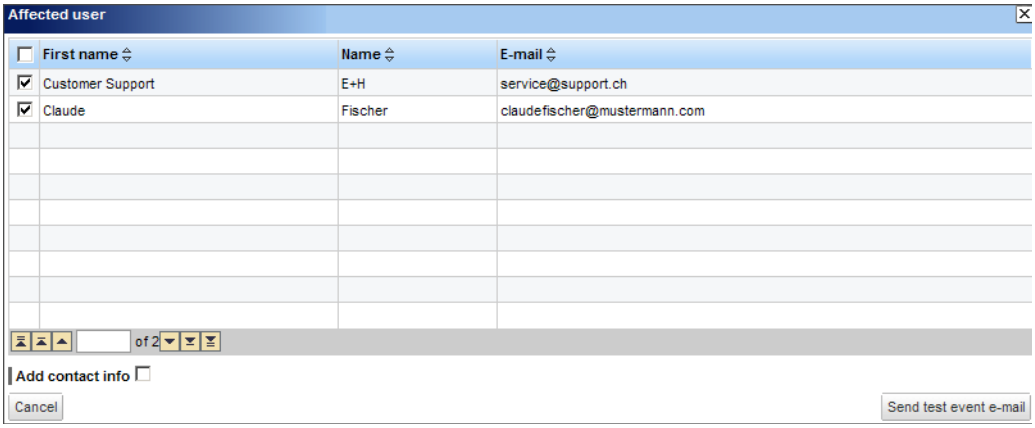
You can send test event e-mails in the **User assignment** tab. The **Send test event e-mail** button is only displayed if you are outside the edit mode. The button is not displayed in the edit mode.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank group** menu item.
3. Select the **User assignment** tab.

4. The following detail view is displayed in the Application window:



5. Click the **Send test event e-mail** button.
6. The **Affected user** dialog box appears. This lists all the users who are assigned to the selected tank group in the upper section of the Application window and whose checkboxes are selected in the **By e-mail** table column.



7. Select the checkboxes for the users who should receive the test event e-mail and disable them for the users who should not receive the test event e-mail. Selecting the checkbox in the first row of the table selects all the users listed.
8. If you want to provide your e-mail address and phone number in the text of the test event e-mail, select the **Add contact info** checkbox on the bottom left under the table.
9. The **E-mail** and **Phone** fields are displayed.
10. The content of the fields is taken from the corresponding fields in the **Configuration** menu, **User** menu item. Overwrite the content if necessary.
11. Click the **Send test event e-mail** button to send the test event e-mail.Click **Cancel** to abort the process.

11.7.4 Changing tank groups

→ See Page 27, Chapter 3.6.5.

11.7.5 Deleting tank groups

→ See Page 30, Chapter 3.6.8.

11.7.6 Copying tank groups

→ See Page 31, Chapter 3.6.9.

11.8 Managing units

11.8.1 Changing number of places after the decimal point

Notice!

NOTICE Only people whose user role is configured as **Master Data** can change the number of places after the decimal point for the units.

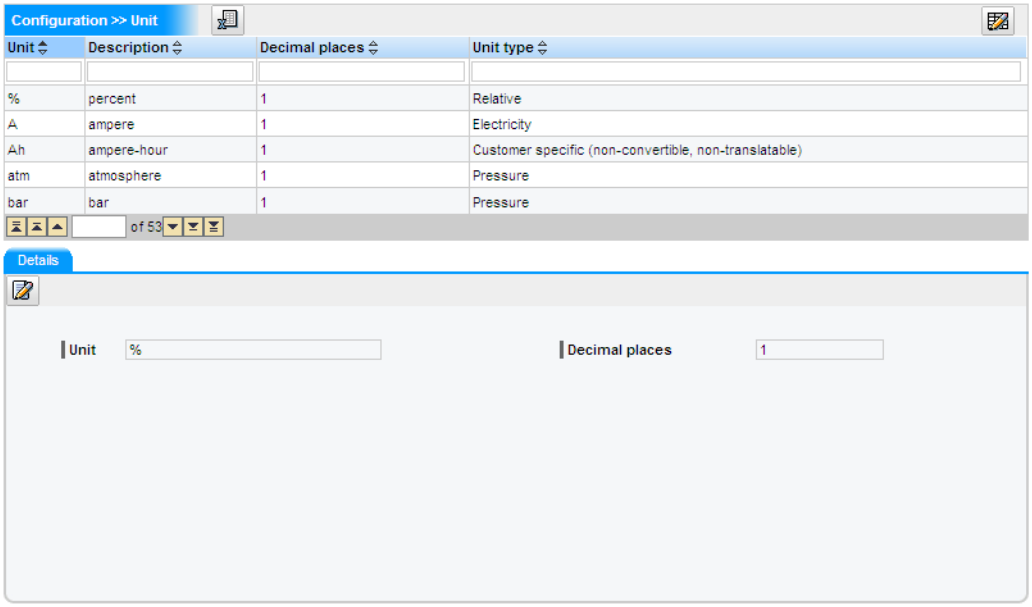
In the "Unit" menu item, you specify the number of places after the decimal point for the various units.

Notice!

NOTICE The "Unit" menu item lists all the units along with their description, number of decimal places and unit type. "Customer-specific" types of units cannot be converted to another unit. Customer-specific units are for display purposes only.

The  button in the table header opens a context menu. Via this context menu, you can show and hide the "Unit type" column in the overview table.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Units** menu item.
3. The following detail view appears in the application window:



The table displays all units along with their description and number of places after the decimal point.

4. Select the unit in the table for which you want to change the number of places after the decimal point.
5. Click the  button.

6. The tab is displayed in edit mode in the lower part of the window.
7. Enter the desired number in the **Decimal places** field.
8. Click to save your entries. Click to abort the process.

11.8.2 Managing customer-specific units

Notice!

NOTICE

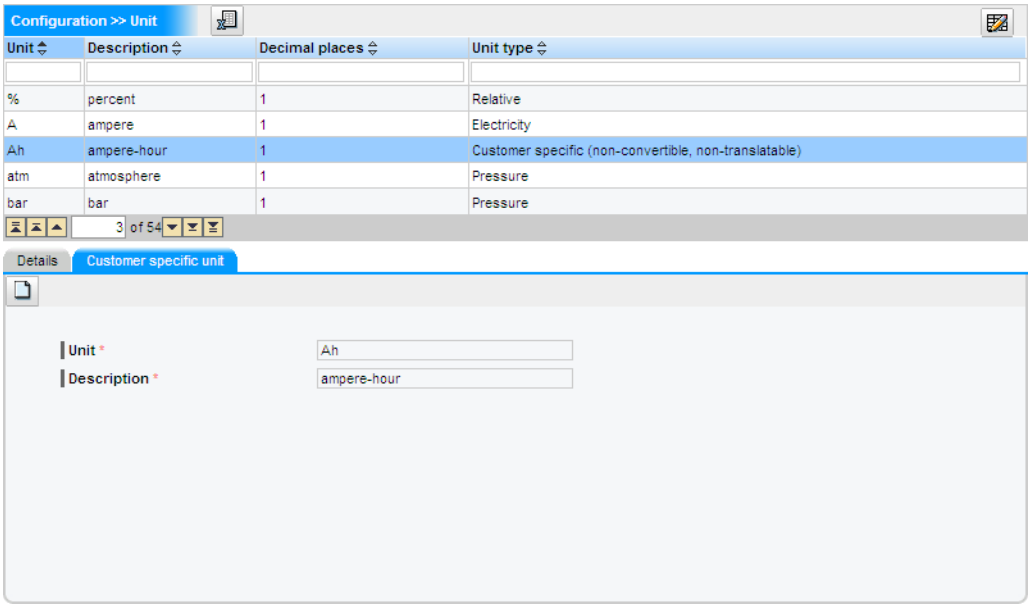
- Only people whose user role is configured as **System administrator** or **Local system administrator,** with the additional role of **Master data**, can create customer specific units.
- Customer specific units are used for display purposes only and are not translated or converted.

In the "Customer specific unit" tab, you can create and delete customer specific units. Customer-specific units are automatically assigned to the "Customer-specific" unit type.

The button in the table header opens a context menu. Via this context menu, you can show and hide the "Unit type" column in the overview table.

Customer-specific units can be assigned in SupplyCare at the following points:
- Configuration → Unit → "Details" tab
- System administration → Gateway configuration → Measuring point details → "Engineering unit (for application)" field
- Configuration → Tank → "Tank details" tab → "Unit" field.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Unit** menu item.
3. Select the **Customer specific unit** tab.
4. The following view is displayed in the Application window:



5. Click the button.
6. The tab is displayed in the edit mode.
7. Enter the customer-specific unit in the **Unit** field.
8. Enter a description in the **Description** field.
9. Click to save your entries. Click to abort the process.

11.8.3 Deleting a customer-specific unit

you can delete a customer-specific unit if the button is displayed in the "Customer specific unit" tab.

The customer-specific unit must meet the following requirements before you can delete the unit:
- It must be a customer-specific unit.
- The unit is not assigned to any tank as a unit.
- The unit is not assigned to any measuring point ("Measuring point details" tab, "Engineering unit (for application)" field).

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Unit** menu item.
3. Select the **Customer specific unit** tab.
4. In the overview table, select the customer-specific unit you wish to delete.
5. Click the button.
6. The prompt "Do you really want to delete?" is displayed.
7. Click **OK** to delete the entry. Click **Cancel** to abort the process.

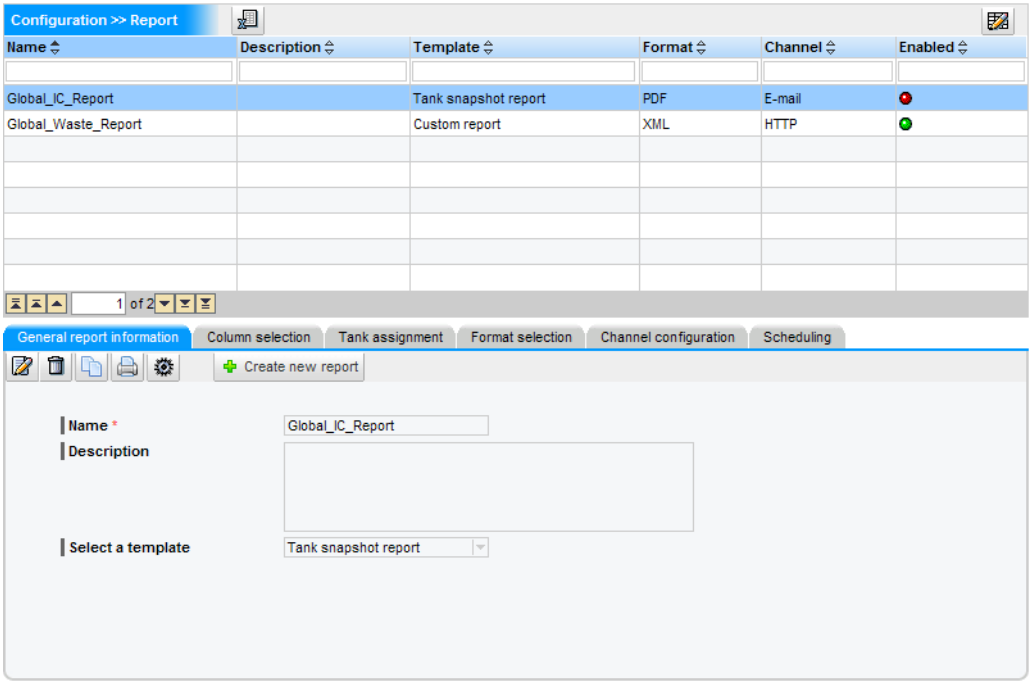
11.9 Managing a report

Notice!

NOTICE

- Only people whose user role is configured as **Master Data** can set up, change or delete reports.
- To use automatic data exchange in CIDX format, a server to receive the files must be set up on the receiver side. The URL, user name and password of the receiver side must be known.
- You can schedule up to five reports.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu item.
3. The following detail view is displayed in the Application window:



Format CIDX and CSV

The generated CIDX and CSV files have the following format:
<report.name>_<timestamp "yyyyMMdd_HHmmss">.<suffix>

Example: report1_20100505_1634031.xml

CIDX: The CIDX format used is "InventoryActualUsage, Version 4".

The CSV files have the following structure:

Tank name	Time stamp	Value	Unit	Optimum	Plan point	Ship point	Safety stock
Tank 1	12.06.2009 17:20	920.0	l	1000	100	80	50

Validate CIDX

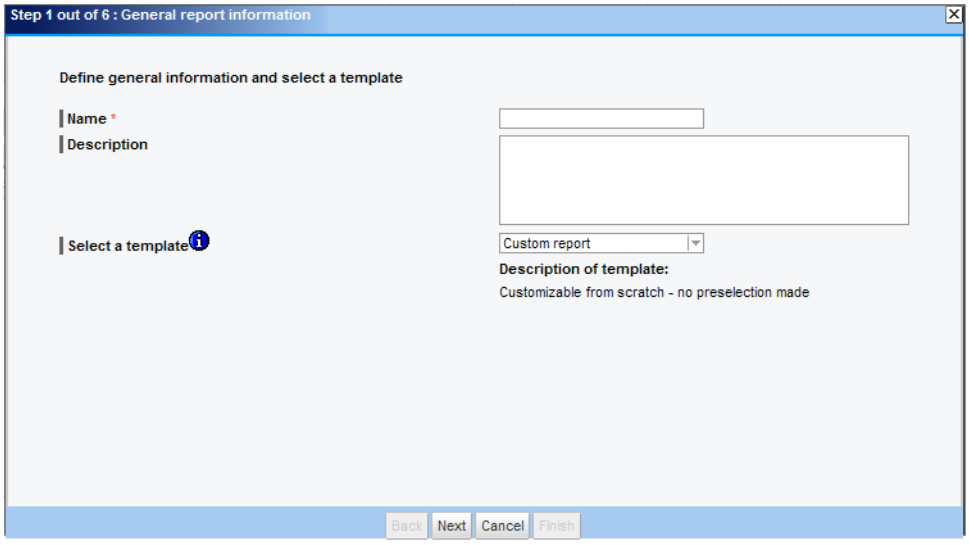
Once you have assigned the tanks to the report, validation is performed to check whether the configuration complies with CIDX specifications. The following checks are performed:

- Is a supplier assigned to the tank?
- Is a buyer assigned to the tank?
- Is a location assigned to the tank?
- Is a product assigned to the tank?
- Is a company assigned to the location?
- Is an identifier and identifier agency set for the buyer?
- Is an identifier and identifier agency set for the supplier?
- Is an identifier and identifier agency set for the product?
- Is an identifier and identifier agency set for the company of the location?
- Is a measuring point assigned to the tank?

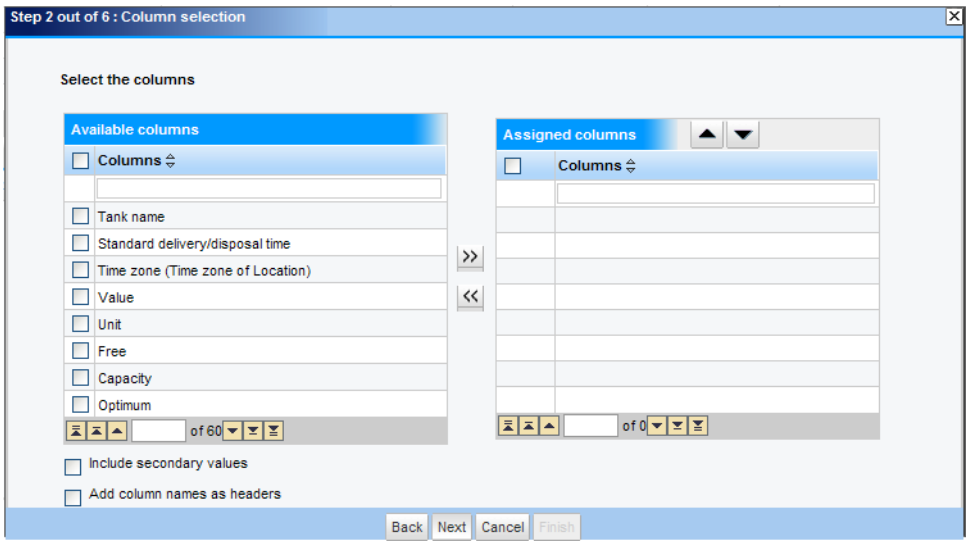
11.9.1 Creating a report

Using the Report Wizard, you can create a report in six simple steps. You can use different report templates.

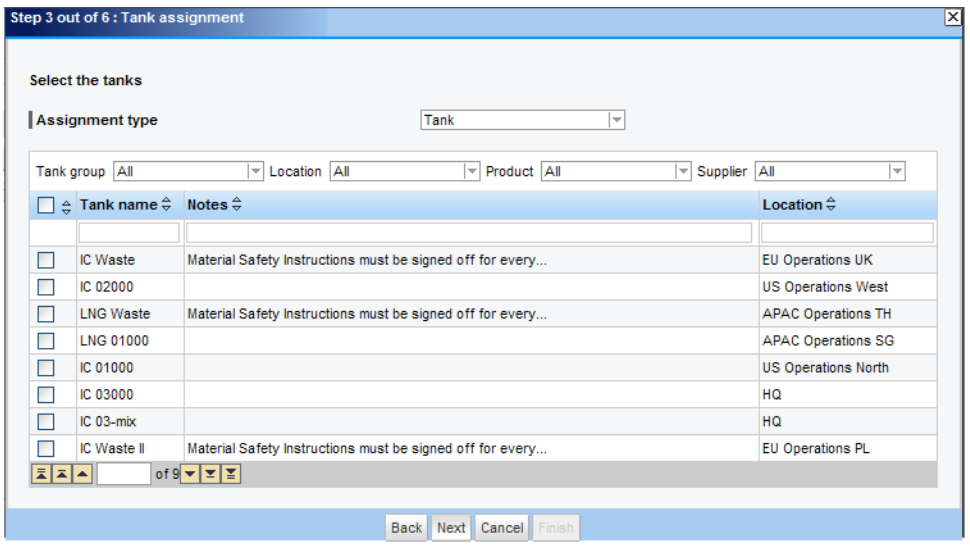
1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu item.
3. In the lower section of the Application window, select the **General report information** tab.
4. Click the **Create new report** button. The **General report information** dialog box appears:



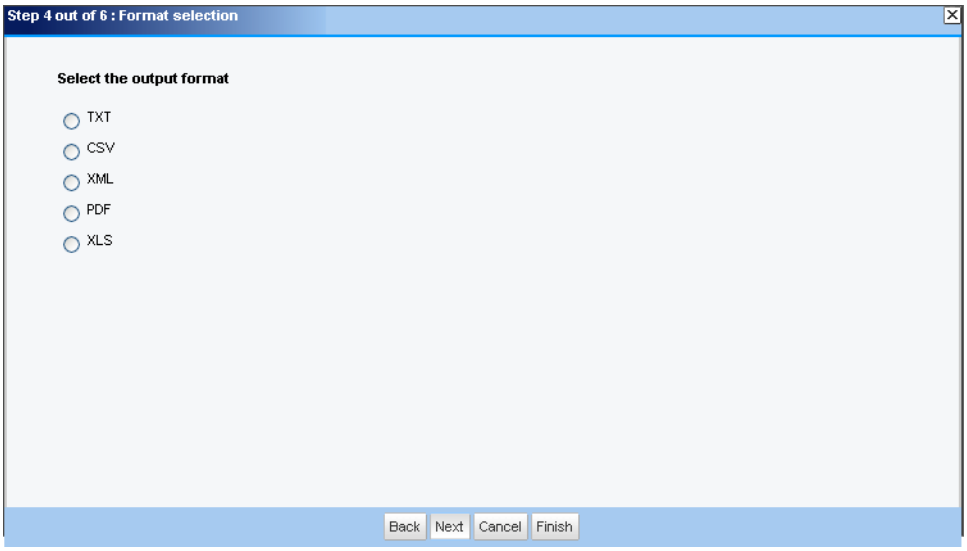
5. Here, you can enter general data on the report such as:
   – **Name** (obligatory): unique identifier
   – **Description**: you can enter a multiline description here.
   – **Select a template:** select the template for the report here.
6. Click the **Next** button. The **Column selection** dialog box is displayed:



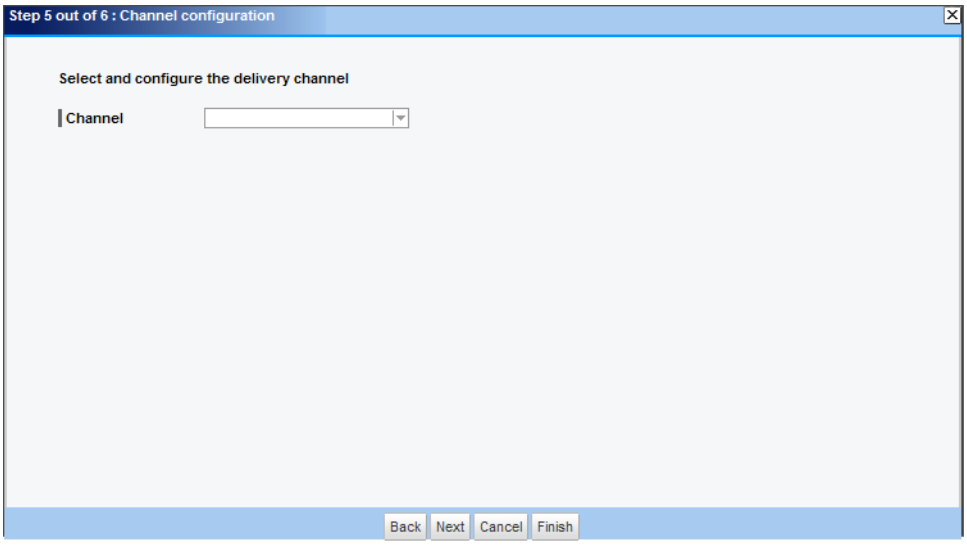
7. Here you can select the information (columns) which should be analyzed in the report.
   – **Available columns:** this lists all the columns that can be analyzed in the report. If you want to add a column, enable the check box for the corresponding column and click the » button. If you want to select all the columns, enable the uppermost check box beside the columns.
   – **Assigned columns:** this lists all the columns that are analyzed in the report. If you want to remove a column, enable the check box for the corresponding column and click the « button. If you want to select all the columns, enable the uppermost check box beside the columns.
   If you want to change the order of the columns, select the corresponding column and click the ▲ or ▼ button.
   – **Include secondary values:** the secondary values are also displayed.
   – **Add column names as headers:** the column names are used as headers.
   – **Header language:** choice of language for the column names in the header of the report. The language from your user preferences is used as the default language. If no language is selected in the user preferences, the column names are in English.
8. Click the **Next** button. The **Tank assignment** dialog box is displayed:



9. By means of the table, you can activate the check boxes to assign the corresponding tanks to this report.
10. Click the **Next** button. For CIDX and CSV reports, validation is performed to check whether the configuration complies with the specifications. The **Format selection** dialog box is displayed:



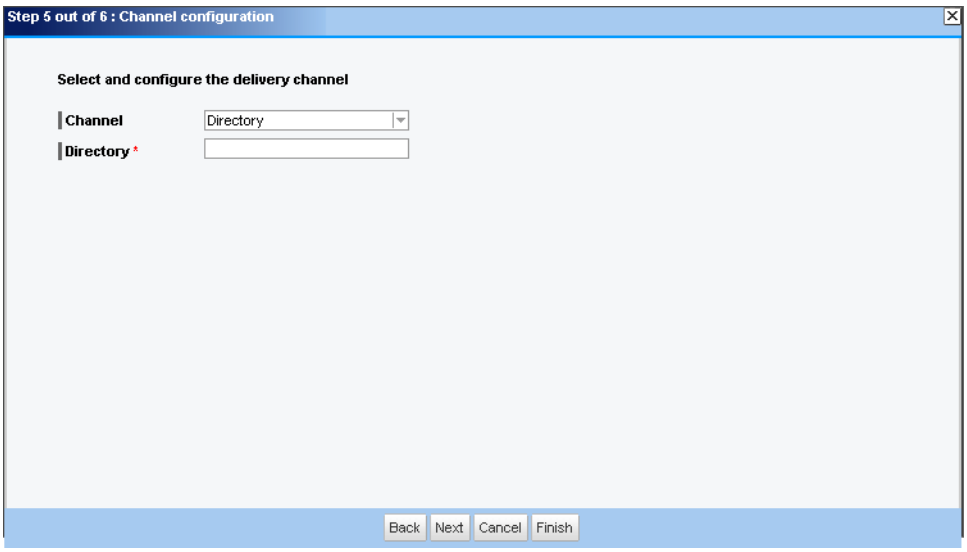
11. You can select how the report is output here.
    - **XLS:** Excel file
    - **CSV:** CSV file
    - **XML:** XML file
    - **PDF:** PDF file
    - **TXT:** text file
12. Click the **Finish** button to finish the report.
13. Click the **Next** button to go to the channel configuration. The **Channel configuration** dialog box is displayed:



14. Select the distribution channel for the **Channel** field.

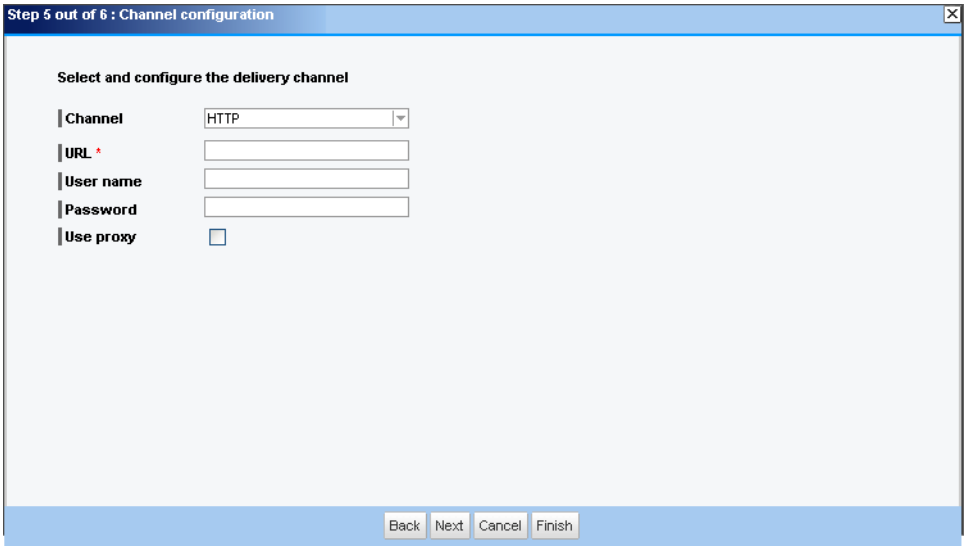
15. Depending on the distribution channel selected, additional fields are displayed in the tab.

a) Distributed by Directory



– Enter the path which is accessible for SupplyCare and where you want to save the report.

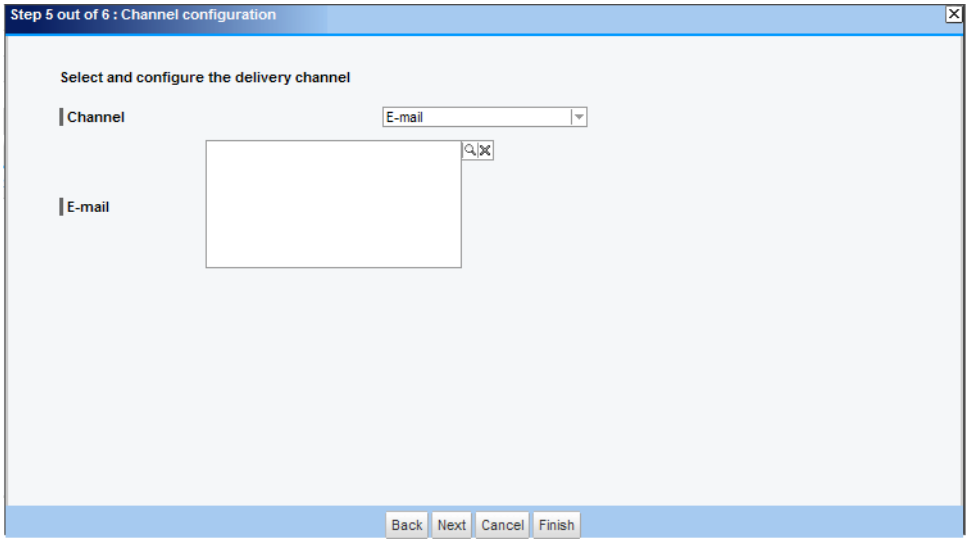
b) Distributed by HTTP



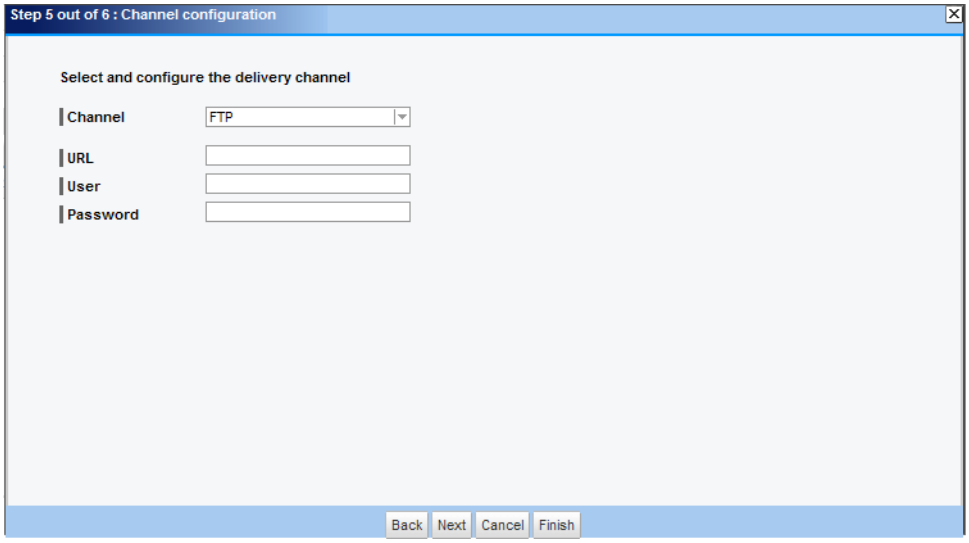
Enter the following data here:
– **URL** (obligatory): website of the selected channel
– **User name**
– **Password**
– **Use proxy**

c) Distributed by e-mail

– Click the button to select a user. Click the button to remove a user who has been selected.



d) Distributed by FTP

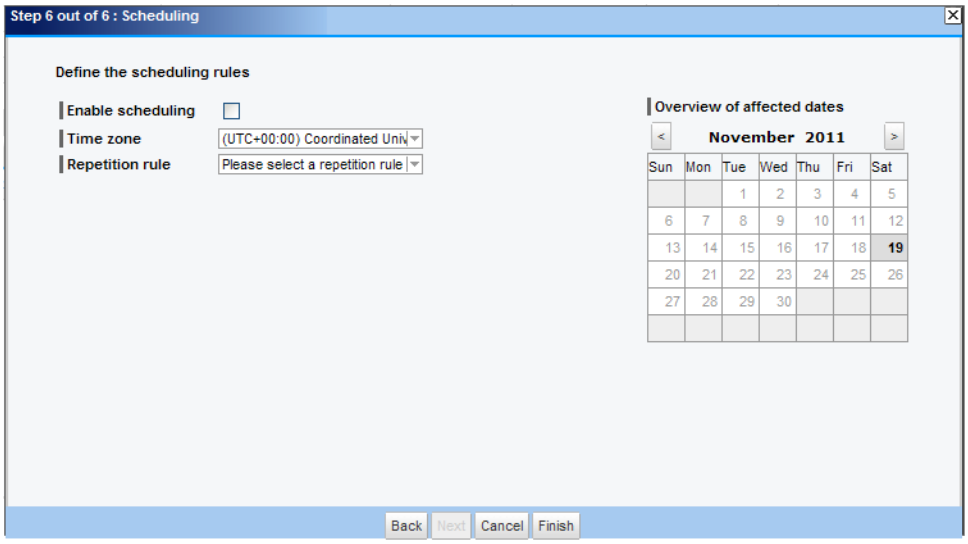


Enter the following data here:
– **URL** (obligatory): website of the selected channel
– **User name**
– **Password**
– **Use proxy**

Notice!

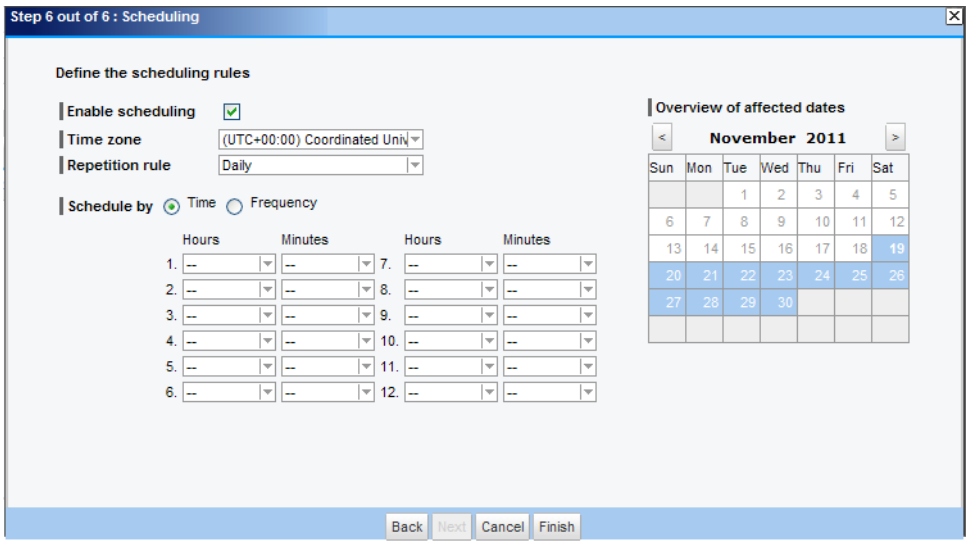
NOTICE You can also use the FTP channel for transmission via secure FTP (FTPS).

16. Click the **Finish** button to finish the report. Click the **Next** button to go to scheduling. The **Scheduling** dialog box is displayed:



17. Here, you can enter data on the scheduling such as:
   – **Enable scheduling:** the scheduling rule is enabled immediately as soon as the report has been completed.
   – **Time zone**
   – **Repetition rule**: you can select a rule here.
   Daily: possible to schedule by time or frequency.
   Weekly on every...: possible to select the specific days and schedule by time or frequency.
   Monthly on specified date: possible to schedule the start date and time for creating the report every month.
   Monthly on last day of month: performed on the last day of the month. Possible to schedule the time for creating the report every month.

   The days on which a scheduling rule is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.



18. Click the **Finish** button to finish the report.

11.9.2 Downloading the report as a PDF file

You can download a report as a PDF file and save it in your file system.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu.
3. Select the report in the upper section of the Application window.
4. In the lower section of the Application window, select the **General report information** tab.
5. Click the  button.
6. As soon as the report is finished, the **File download** dialog box is displayed.
7. Click the **Open** button to view the report immediately. Click the **Save** button to save the report in your file system. Click **Cancel** to abort the process.

11.9.3 Creating reports and sending them immediately

Irrespective of the scheduling rules, you can create a report any time and send the report to the recipients as defined in the channel configuration. The scheduling rules remain unchanged.

Notice!

NOTICE Only messages with the status 0 are taken into consideration in **CIDX** and **CSV**-type reports.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu.
3. Select the report in the upper section of the Application window.
4. In the lower section of the Application window, select the **General report** tab.
5. Click the  button.
6. The report is created in the background and sent to the recipients. You receive a notification message to this effect.
7. Click **Ok** to confirm the notification message.

11.9.4 Changing a report

→ See Page 27, Chapter 3.6.5.

11.9.5 Deleting a report

→ See Page 30, Chapter 3.6.8.

11.9.6 Copying a report

→ See Page 31, Chapter 3.6.9.

12 System administration

12.1 Changing system properties

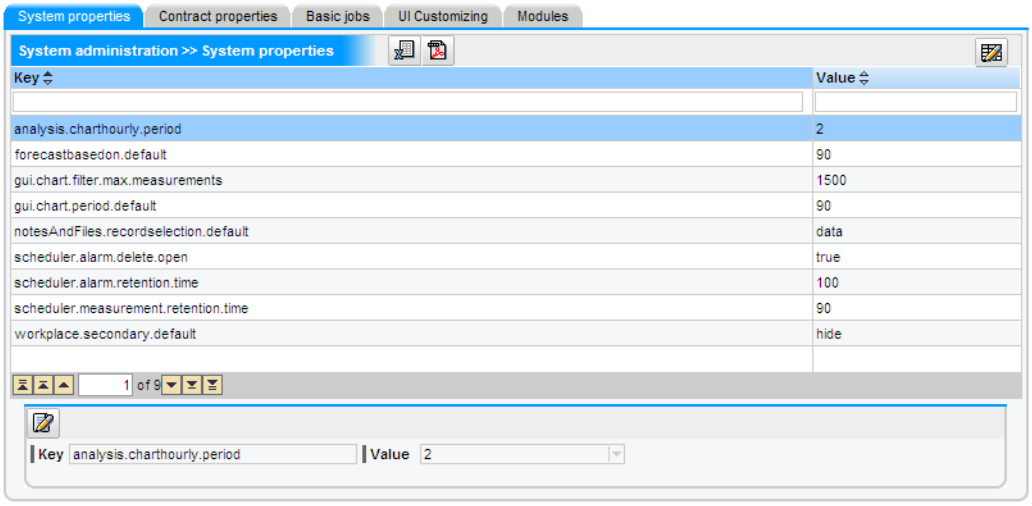
Notice!

NOTICE

- People whose user role is configured as **System administrator** can edit system properties.
- The parameters (keys) may only be changed within the permitted range (see Page 125 "Table: Parameters (keys) and input range").

12.1.1 Changing system properties

1. In the Navigation window, click on the **System administration** menu.
2. Click the **System Properties** menu item.
3. Select the **System properties** tab.
4. The following view is displayed in the Application window:



5. In the overview table, select the parameter (**key**) that you wish to change.
6. In the lower area, click the button.
7. The tab is displayed in the edit mode.
8. Carry out your changes for the **Value** field.
9. Click to save your entries. Click to abort the process.

Notice!

NOTICE

Click the button to export the **System properties** table as an Excel file. Click the button to export the **System properties** table as a PDF file.

12.1.2 Parameters (keys) and input range table.

This section describes all the keys displayed in the "System properties" tab.

Key	Description
adiadobasedon.default	This value corresponds to the "ADI/ADO based on" field (Configuration → Tank → Tank details / Configuration → Aggregated tank → Tank details / System administration → Gateway configuration → Tank details). In the case of standard tanks, the value entered here is used to calculate the "Average daily outflow" value. In the case of recycling tanks, the value entered here is used to calculate the "Average daily inflow" value. These average values are used to calculate the forecast values in the "Inventory chart" tab in the "Tank" and "Event" menu items and the value in the "DSST (days until the safety stock is reached)" column in the overview table in the "Tank" menu point. **Selection** ■ 2 days, 7 days, 14 days, 30 days or 90 days **Factory setting** ■ 14
analysis.charthourly.period	This value corresponds to the "Period selection" field (Workplace → Analysis → chart (hourly). The charts (hourly) are displayed for the period configured here. **Selection** ■ 1 day, 2 days, 3 days, 4 days, 5 days, 6 days or 7 days **Factory setting** ■ 1 day
cm.dailyScanAmount.digit.Codes	For the communication variant "E-mail", you have the option to monitor the number of incoming e-mails with measured values. The number must be within a specified range. The count includes only the e-mails that have a valid three-digit number code in the subject line. This parameter specifies which codes are included in the count. As standard, the code "005" is specified for Endress+Hauser gateways (see Page 150). **Factory setting** ■ 005
cm.dailyScanAmount. interval	This parameter defines the default value for the "Interval [h]" field in the "Gateway configuration" menu item for the "E-mail" communication variant when creating a new gateway (see Page 150). **Selection** ■ - - (no monitoring), 1 h, 6 h, 12 h or 24 h **Factory setting** ■ empty
cm.dailyScanAmount	This parameter specifies the standard value for the "Number of e-mails per interval [h]" in the "Gateway configuration" menu item for the "E-mail" communication version when a gateway is newly created (see Page 150). **Input range** ■ 0...2147483647 **Factory setting** ■ empty
cm.dailyScanAmount.tolerance	This parameter specifies the standard value for the "Tolerance before warning" field in the "Gateway configuration" menu item for the "E-mail" communication version when a gateway is newly created (see Page 150). **Input range** ■ 0 to 2147483647 (integer) **Factory setting** ■ empty

Key	Description
cm.mail.host	Host address of the e-mail server to retrieve the gateway e-mails from the server. This parameter corresponds to the "Host name" field in the "Outgoing" tab in the "E-mail connection" menu item in the "System administration" menu. **Factory setting** ■ empty
cm.mail.intervall	Interval in minutes between gateway e-mail retrieval from the server. This parameter corresponds to the "Interval" field in the "Outgoing" tab in the "E-mail connection" menu item in the "System administration" menu. **Input range** ■ 1 to 2147483647 (integer) **Factory setting** ■ 5
cm.mail.local.mailExtension	This file name extension is assigned to e-mails on the local clipboard. **Factory setting** ■ msg
cm.mail.local.store	Directory for local temporary storage of e-mails **Factory setting** ■ {SupplyCareInstallDir}\data\localMailStore
cm.mail.max.size.KB	Maximum size of the gateway e-mail in kilobyte that can be processed by SupplyCare **Factory setting** ■ 1000
cm.mail.password	Password for the e-mail account to retrieve the gateway e-mails from the server. This parameter corresponds to the "Password" field in the "Outgoing" tab in the "E-mail connection" menu item in the "System administration" menu. **User entry** ■ Text e.g. sce **Factory setting** ■ empty
cm.mail.timeout	Timeout period for establishing connection to POP3 server **Factory setting** ■ 30 (minutes)
cm.mail.user	User name for the e-mail account to retrieve the gateway e-mails from the server. This parameter corresponds to the "User name" field in the "Outgoing" tab in the "E-mail connection" menu item in the "System administration" menu. **User entry** ■ Text e.g. sce
cm.newGateway.name	Determines what part and what element is used for the name of a new gateway. Possible values are: ■ Tag (the name is formed from the tag of the gateway) ■ ID (the name is formed from the unique ID of the gateway) ■ Combined (the name is a combination of the tag and unique ID) **User entry** Tag, ID, Combined **Factory setting** ■ id

Key	Description
cm.newGateway.store	Directory in which messages from new gateways are stored. The directories are created where necessary provided sufficient authorization is available to create directories. **User entry** Any valid path name **Factory setting** ■ {SupplyCareInstallDir}\data\newGateways
cm.telefon.dipatcherIntervall	Interval in ms in which the system checks whether a telephone connection has to be worked through. **Input range** ■ 1 to 9223372036854775807 (whole numbers); useful values: 100 to 1000 **Factory setting** ■ 500
cm.telefon.phoneBook.1	Windows telephone book entry which can be used. This parameter is needed for the Phone communication version. **User entry** ■ Text e.g. GW Connection 1
cm.telefon.phoneBook.2	Windows telephone book entry which can be used (needed for connecting by phone) **User entry** ■ Text e.g. GW Connection 2
cm.telefon.phoneBook.3	Windows telephone book entry which can be used. This parameter is needed for the Phone communication version. **User entry** ■ Text e.g. GW Connection 3
cm.telefon.phoneBook.4	Windows telephone book entry which can be used. This parameter is needed for the Phone communication version. **User entry** ■ Text e.g. GW Connection 4
cm.telefon.phoneBook.5	Windows telephone book entry which can be used. This parameter is needed for the Phone communication version. **User entry** ■ Text e.g. GW Connection 5
cm.telefon.dispatch.remote.root	Local path on the SupplyCare telephone server to the main sender directory
cm.telefon.dispatch.root	Main directory for all telephone folders **Factory setting** ■ {SupplyCareInstallDir}\data\telefon
cm.telefon.rasdialExe	Path of the rasdial.exe Windows file. This parameter is required for the "Telephone" communication version. **User entry** ■ Text **Factory setting** ■ C:\WINDOWS\system32\rasdial.exe
cm.telefon.retries	Number of attempts to establish a phone connection if a line is/was busy. If the value is exceeded, an alarm is triggered. This parameter corresponds to the "Number of retries" field in the "Gateway configuration" menu item for the "Telephone" communication version. **Input range** ■ 0 to 2147483647 (integer) **Factory setting** ■ 5

Key	Description
cm.telefon.retry.intervall	Interval in ms between the attempts to establish a telephone connection. This parameter corresponds to the "Retry interval" field in the "Gateway configuration" menu item for the "Telephone" communication version. **Input range** ■ 1 to 2147483647 (integer) **Factory setting** ■ 30000
instrument.configuration.store	Directory for local storage of OPC configuration file **Factory setting** ■ {SupplyCareInstallDir}\data\InstrumentConfigurationStore
fis.default.password	User password
fis.default.user	FIS user with which SupplyCare accesses the FIS gateway
forecastbasedon.default	This value corresponds to the "Forecast base on" field (Configuration → Tank → Tank details / Configuration → Aggregated tank → Tank details / System administration → Gateway configuration → Tank details). In the case of standard tanks, the value entered here is used to calculate the "Average daily outflow" value. In the case of recycling tanks, the value entered here is used to calculate the "Average daily inflow" value. These average values are used to calculate the forecast values in the "Inventory chart" tab in the "Tank" and "Event" menu items and the value in the "DSST (days until the safety stock is reached)" column in the overview table in the "Tank" menu point. **Selection** ■ 2 days, 7 days, 14 days, 30 days or 90 days **Factory setting** ■ 14
google.api.clientid	This parameter shall only be used if a customer wants to use their self purchased client ID from the "Google Enterprise Support". A prerequisite to get a client ID is an application with the "Google Maps API Premier". All client IDs start with the prefix "gme" which does not have to be entered in SupplyCare because it is already consigned. If left empty then the Customer can apply for the use of the Endress+Hauser OEM client ID within the terms described in Page 78. **Factory setting** empty
google.geocode.proxy.address	Proxy URL for accessing the Geocoding Web Service
google.geocode.proxy.port	Proxy port for accessing the Geocoding Web Service
google.map.activated	Activate "Map" menu item. **Selection** ■ "true" or "false" **Factory setting** ■ true
gui.chart.filter.max.measurements	Maximum number of displayed values in the inventory chart. **Input range** ■ 1 to (integer) **Factory setting** ■ 1500
gui.chart.scaling	Selection of the kind of scaling used for the display in the Inventory Chart. **Selection** ■ "Min/Max" or "Auto": "Min/Max" displays the inventory between "0" and "Capacity". "Auto" displays the inventory between the smallest and largest displayable value - including forecast values. **Factory setting** ■ Min/Max

Key	Description
gui.chart.pdamount	Choose whether the planned quantity of a delivery/disposal is included for the forecast in the "Inventory Chart" tab. **Selection** ■ "Exclude" or "Include" **Factory setting** ■ "Exclude"
gui.chart.period.default	This value corresponds to the "Period selection" field (Workplace → Tank → Inventory chart / Workplace → Event → Inventory chart). The inventory charts are displayed for the period configured here. **Selection** ■ 2 days, 7 days, 14 days, 30 days or 90 days **Factory setting** ■ 7
gui.template	Selection of template type that is displayed on the user interface. The functionality of the two possible template types is exactly the same. Depending on your selection, the descriptions in the menu, in" Overview" and in "Detailed view" change as well as the symbols and tool tips. **Selction** ■ "Tank" or "Object" **Factory setting** ■ Tank
notesAndFiles.recordselection.default	Select whether or not the data or notes entered are to be displayed in the "Notes and files" tab (Workplace → Tank → Notes and files) as standard. **Selection** ■ "data" or "notes" **Factory setting** ■ data
notesAndFiles.tmp	Directory for temporary storage of the files **Factory setting** ■ {SuppyCareInstallDir}\data\supplycaretemp
product.unit.default	Default product unit **User entry** ■ Unit **Factory setting** ■ L
product.unit.default.density.unitmass	Default mass unit **User entry** ■ Mass unit **Factory setting** ■ kg
product.unit.default.density.unitvolume	Default volume unit **User entry** ■ Unit volume **Factory setting** L
product.unit.default.density.value	Default density value **User entry** ■ 1.40239846E-45f to 3.40282347E+38f **Factory setting** ■ 1

Key	Description
report.cidxIncludeNamespace	Indicates whether name spaces are used in the CIDX-XMLs. This key is used for generation of CIDX reports. **Selection** ■ "true" or "false" **Factory setting** ■ true
report.enable.max	Maximal number of reports that can be scheduled. **Factory setting** ■ 5
reportGroupTempMailPath	Directory for local temporary storage of e-mail reports **Factory setting** ■ {SupplyCareInstallDir}\data\reports\mail\
reportGroupTempPrintPreviewPath	Directory for local temporary storage of "Print report as PDF" files **Factory setting** ■ {SupplyCareInstallDir}\data\reports\preview\
schedular.alarm.delete.open	Switch allowing open alarms to also be deleted via the GarbageCollectorJob. **Selection** ■ "true" or "false" **Factory setting** ■ false
scheduler.alarm.retention.time	Time in days during which alarms which are not open are retained in the database. **User entry** ■ 1 to 2147483647 (integer) **Factory setting** ■ 10
scheduler.default.retries	Indicates how often a failed job is restarted if no other value is set for the job **User entry** ■ 1 to 2147483647 (integer) **Factory setting** ■ 150
scheduler.default.retryIntervall	Indicates the interval after which a failed job is restarted if no other value is set for the job **User entry** ■ 1 to 2147483647 (integer) **Factory setting** ■ 600000 (ms)
schedular.job.ReportGenerator ConnectionTimeoutMillis	Connection timeout period for sending of HTTP reports **Factory setting** ■ 5000 (ms)
scheduler.measurement.retention.time	Time in days during which old measured values are retained in the database. Older measured values and also older dates for disposals and deliveries are deleted. **User entry** ■ 1 to 2147483647 (integer) **Factory setting** ■ 90
scheduler.scan.tolerance	Time specified in ms. A scheduled gateway query may be delayed for this period of time. If the time limit is exceeded, an alarm is triggered. **User entry** ■ 1 to 9223372036854775807 (integer) **Factory setting** ■ 300000

Key	Description
server.adminEmail	E-mail address of the administrator. All the system e-mails, such as alarms, new e-mail gateways found etc. are sent to this address. This parameter corresponds to the "Admin E-mail" field in the "Incoming" tab in the "E-mail connection" menu item. **User entry** ■ Every valid e-mail address.
server.smtpHost	Host address of the e-mail server that sends e-mails when events occur, for example. This parameter corresponds to the "Host name" field in the "Incoming" tab in the "E-mail connection" menu item. **User entry** ■ Text e.g. localhost **Factory setting** ■ localhost
server.smtpPassword	Password for the e-mail account for sending e-mails, e.g. when events occur. This parameter corresponds to the "Password" field in the "Incoming" tab in the "E-mail connection" menu item. **User entry** ■ Text e.g. myPassword
server.smtpPort	Port of the e-mail server for sending e-mails, e.g. when events occur. This parameter corresponds to the "E-mail server port" field in the "Incoming" tab in the "E-mail connection" menu item. **Input range** ■ 0...65535 **Factory setting** ■ 25
server.smtpUser	User name for the e-mail account for sending e-mails, e.g. when events occur. This parameter corresponds to the "User name" field in the "Incoming" tab in the "E-mail connection" menu item. **User entry** ■ A text, e.g. myUserName
server.throttleEmailToAdmin	To avoid multiple mail dispatch to the administrator, the e-mails are grouped and then sent to the administrator. This value indicates the interval, in ms, in which the e-mails are sent. **Input range** ■ 1 to 9223372036854775807 (integer) **Factory setting** ■ 300000 (ms)
system.proxy.address	Standard value for the "Proxy address" field in the "Gateway configuration" menu item for the "HTTP" communication version. **User entry** ■ A text, e.g. proxy.mycompany.com
system.proxy.password	Standard value for the "Proxy password" field in the "Gateway configuration" menu item for the "HTTP" communication version. **User entry** ■ A text, e.g. proxyUserPassword
system.proxy.port	Standard value for the "Proxy port" field in the "Gateway configuration" menu item for the "HTTP" communication version. **Input range** ■ 0...65535 **Factory setting** ■ empty
system.proxy.used	Standard value for the "Is using a proxy" field in the "Gateway configuration" menu item for the "HTTP" communication version. **User entry** ■ TRUE/FALSE (not case-sensitive) **Factory setting** ■ FALSE

Key	Description
system.proxy.user	Standard value for the "Proxy user" field in the "Gateway configuration" menu item for the "HTTP" communication version. **User entry** ■ A text e.g. proxyUserName
workplace.secondary.default	Select whether or not the secondary values for "Workplace – Tank" are to be shown in addition to the primary value, as standard. **Selection** ■ "hide" or "show" **Factory setting** ■ hide

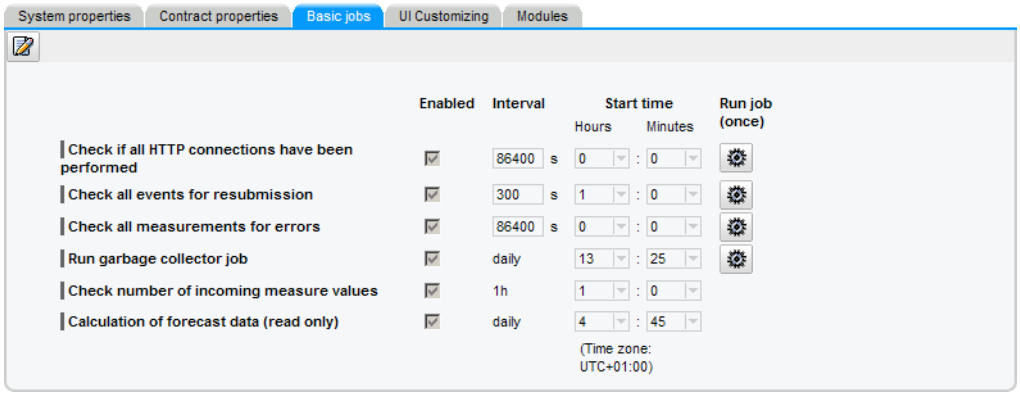
12.2 Configuring services (basic jobs)

Notice!

NOTICE

Only people with **System administrator** configured as their user role can configure services running in the background (basic jobs).

1. In the Navigation window, click the **System administration** menu.
2. Click the **System Properties** menu item.
3. Click the **Basic Jobs** tab.
4. The following view is displayed in the Application window:



5. Click the  button.
6. The tab is displayed in the edit mode.
7. The time interval for the following services can be changed here:
   – **Check if all HTTP connections have been performed**: interval after which the system checks whether the gateway scans have been performed.
   Factory setting: 86400 (seconds); input range: 1800 to 86400 (seconds)
   – **Check all events for resubmission**: interval after which the system checks whether the resubmission date for an event has been reached.
   Factory setting: 300 (seconds); input range: 300 to 86400 (seconds)
   – **Check all measurements for errors**: interval after which the system checks whether a gateway, a measuring device or a measuring point has an error status.
   Factory setting: 600 (seconds); input range: 600 to 86400 (seconds)
   – **Run garbage collector job:** interval after which a garbage collector job is performed.
   Factory setting: daily
   – **Check number of incoming measure values**: interval after which the number of incoming gateway e-mails is checked. This test checks the function of the gateways.
   In this case, a check is carried out to establish how many e-mails have arrived. The number has to be within the given tolerance. If the number is off the given tolerance, the status is et to "no measured data" and the appropriate icon is shown in the tank overview (workplace

"Tank"). If there is no tolerance with the following test job i.e. normally the other day, the status is reset to OK .
Factory setting: hourly (see Page 150)
– **Calculation of forecast data** (read only)
– The appropriate service is activated or deactivated by the **Enabled** check box.
– In the **Interval** field, enter the interval in seconds.
– The **Start time** fields are used to specify when the service is started for the first time.
– The corresponding service is started immediately, e.g. for test purposes, with the button.

8. Click to save your entries. Click to abort the process.

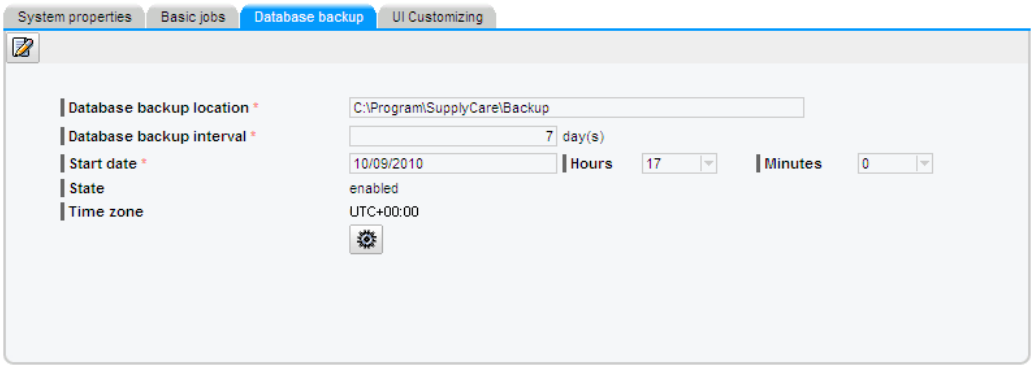
12.3 Configuring database backup

Notice!

NOTICE

Only people whose user role is configured as **System administrator** can configure the database backup.

1. Click the **System administration** menu in the Navigation window.
2. Click the **System properties** menu item.
3. Click the **Database backup** tab.
4. The following detail view is displayed in the Application window:



5. Click the button.
6. The tab is displayed in the edit mode.
7. The specifications of the database backup can be entered here:
   – Database backup location(obligatory) : storage location for data backup
   The name of the zip file with the database backup is SUPPLYCARE_DB_BACKUP_n (n: 0, 1, etc.)
   – Database backup interval (obligatory): storage interval in days for the backup
   – Start date (obligatory): day and time of first backup. Any subsequent backups are saved at the specified time following the specified interval.
   – State: indicates whether the database backup is active or inactive.
   – With the button the backup is started immediately.
8. Click to save your entries. Click to abort the process.

Reimporting the database backup

1. End the **SupplyCareEnterprise** service under **Control Panel - Administrative Tools - Services**.
2. Delete or back up the **supplycare** folder in the {**SupplyCareInstallDir} \data\database** directory.
3. Unpack the zip file of the database backup **SUPPLYCARE_DB_BACKUP_n. zip**.

4. Copy the **supplycare** folder from the database backup to the {**SupplyCareInstallDir**}**data****database** directory.
5. Start the **SupplyCareEnterprise** service.
6. Start the **SupplyCare Enterprise SCE30B** application.
7. The login window appears.
8. Enter your **Login Name** (user name) and your **password**.

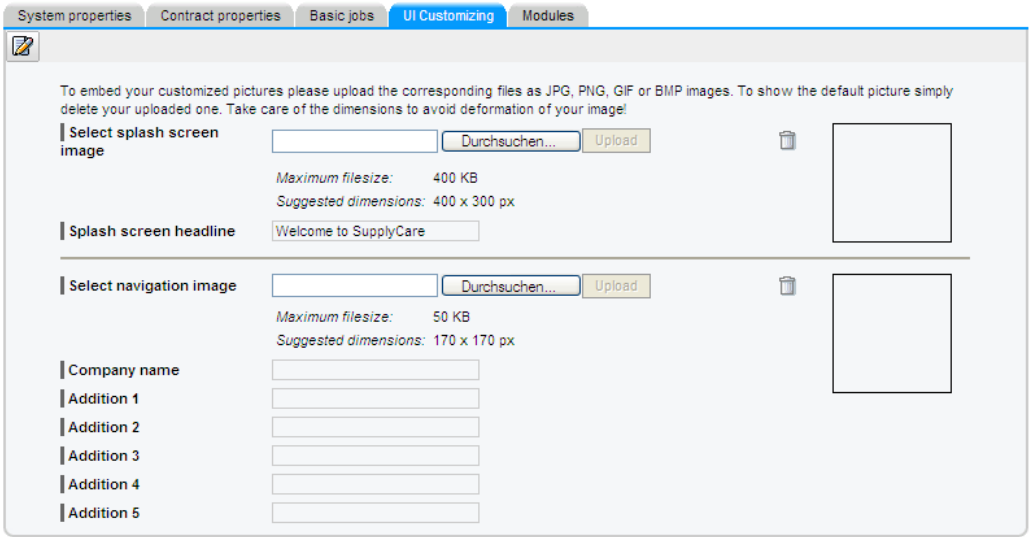
12.4 Configuring the splash screen and information window (UI Customizing)

Notice!

NOTICE

- Only people whose role is configured as **System administrator** or **Local system administrator** can configure splash screen, information window (navigation window), header image and login image.
- The graphic formats jpg, png, gif and bmp are supported.
- You can enter a maximum of 50 characters per text box.

1. In the Navigation window, click the **System administration** menu.
2. Click the **System Properties** menu item.
3. Select the **UI Customizing** tab.
4. The following view is displayed in the Application window:



5. Click the  button.
6. Configure the splash screen as follows:
   - **Select splash screen image:** Select a graphic in your directory using the **Search** button. Upload the graphic via the **Upload** button.
   - **Splash screen headline:** Enter text. If a graphic was uploaded, the text "Welcome to SupplyCare" is displayed by default.
7. Configure the information window as follows:
   - **Select navigation image:** Select a graphic in your directory using the **Search** button. Upload the graphic using the **Upload** button.
   - **Company name:** Enter the company name, for example. The text is displayed in bold.
   - **Additional text 1 to 5:** Enter additional information.
8. Configure the header image as follows:

– **Select header image:** Select a graphic in your directory using the **Search** button. Upload the graphic via the **Upload** button.

9. Configure the login image as follows:
   – **Select login image:** Select a graphic in your directory using the **Search** button. Upload the graphic via the **Upload** button.
10. Click  to save your entries. Click  to abort the process.

12.5 Modules

Notice!

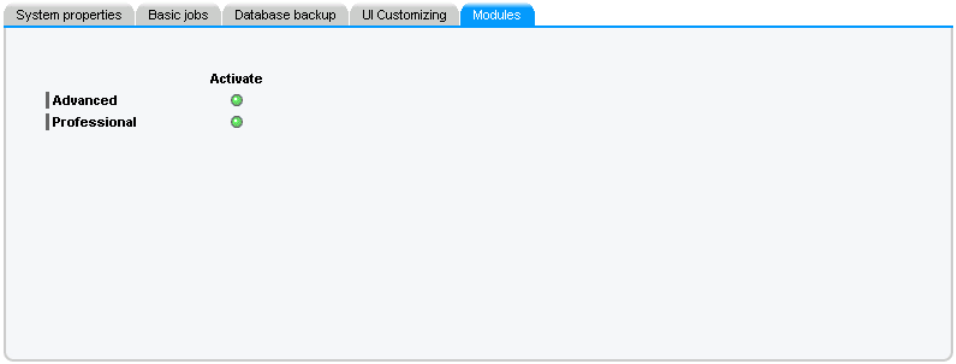
NOTICE Modules can only be configured via the licensce key (KEY).

SupplyCare is modular in design. The "Modules" tab provides an overview of your available modules.

Notice!

NOTICE Depending on the modules activated, the menu items and contents of "Overview" and of "Detailed view" can differ as can the contents of the dialog windows.

1. In the Navigation window, click the **System administration** menu.
2. Click the **System properties** menu item.
3. Select the **Modules** tab.
4. The following appears in the Application window:



Activated modules are displayed with a green button, deactivated modules with a red.

12.6 Defining notification

Notice!

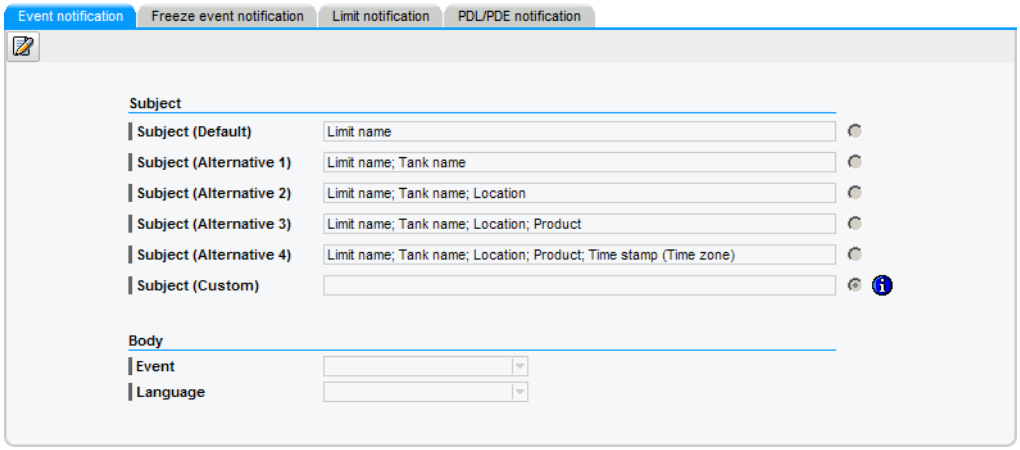
NOTICE Only people whose role is configured as **System administrator** or **Local system administrator** can define and edit notifications.

12.6.1 Defining and editing event notification

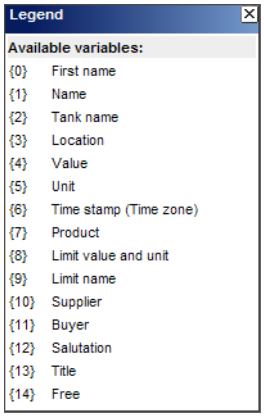
In the "Event notification" tab, you can specify the subject line and the event notification text for event notifications.

1. In the Navigation Window, click the **System administration** menu.
2. Click the **Notifications** menu item.

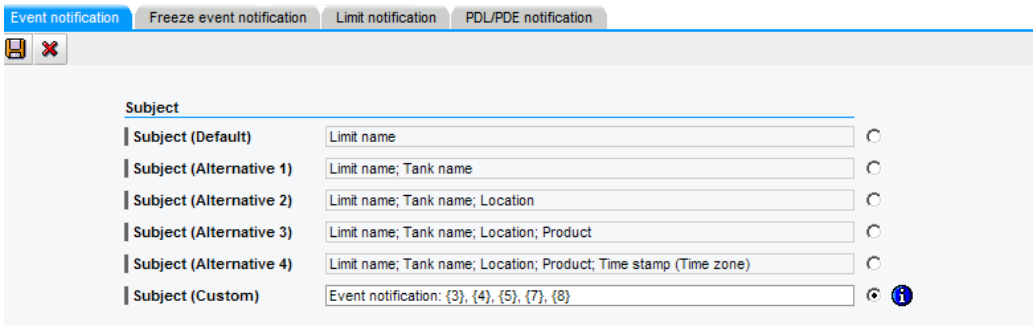
3. The following view is displayed in the Application window:



4. Click the  button.
5. The tab is displayed in the edit mode.
6. Click the relevant button for the desired subject line or select the **Subject (Custom)** radio button to define the subject yourself.
7. Click the button  to display the **Available variables** legend:

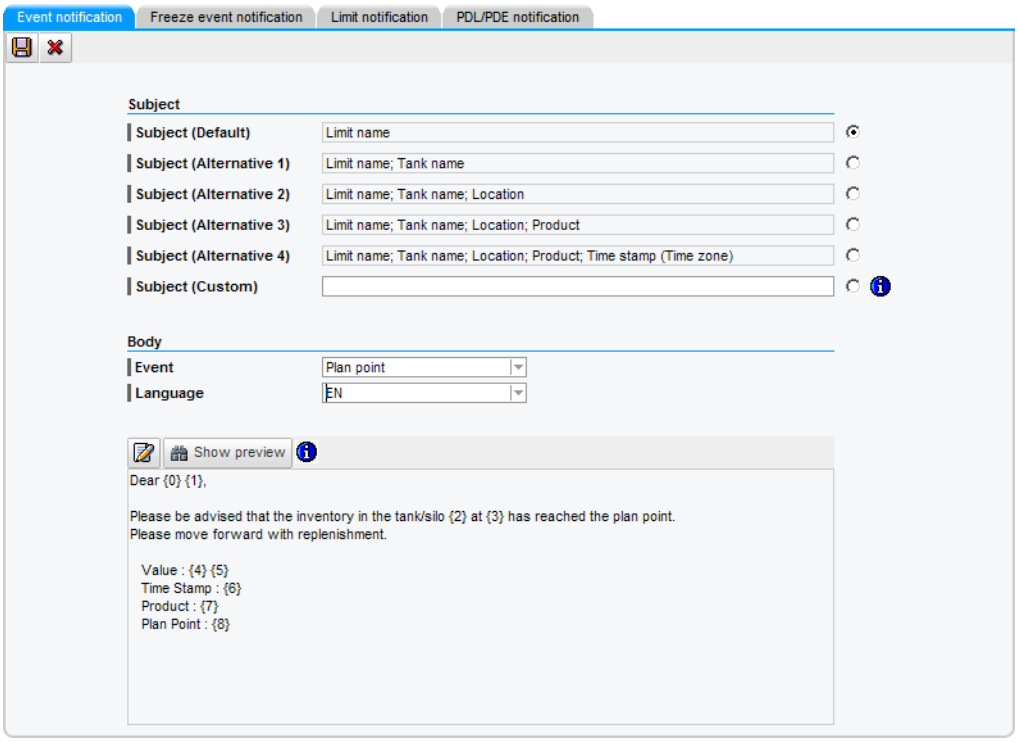


8. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables, e.g.:

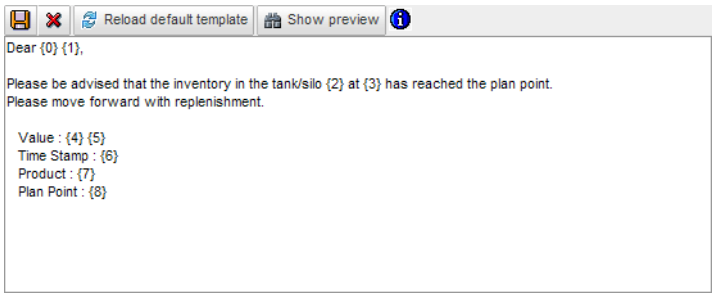


9. Click the  button to close the **Available variables** legend.
10. Select the desired event from the **Event** picklist.
11. The **Language** picklist can be edited as soon as the event has been selected.
12. Select the desired language from the **Language** picklist.

13. The standard text template appears as soon as the language has been selected:



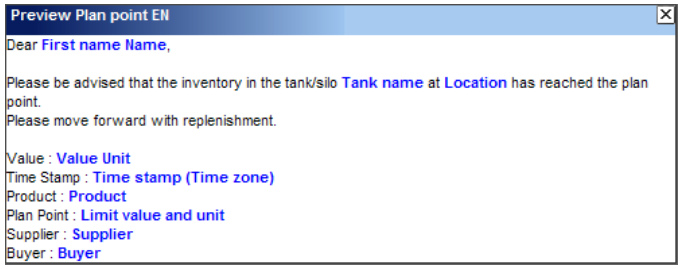
14. Click the  button above the text box if you want to change the text in the box. The text box appears in the editing mode:



Notice!

NOTICE You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

15. Click the  button above the text box to display the **Available variables** legend.
16. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
17. Click the  button to close the **Available variables** legend.
18. Click the  **Show preview** button to see a preview of the text of the event notification:



19. Click the  button to close the preview window.

20. If necessary, click the **Reload default template** button to discard the changes and load the default template.
21. Click to save your entries in the text box. Click to abort the process.
22. Click to save your entries in the "Event notification" tab. Click to abort the process.

12.6.2 Defining and editing freeze event notification (Freeze event notification)

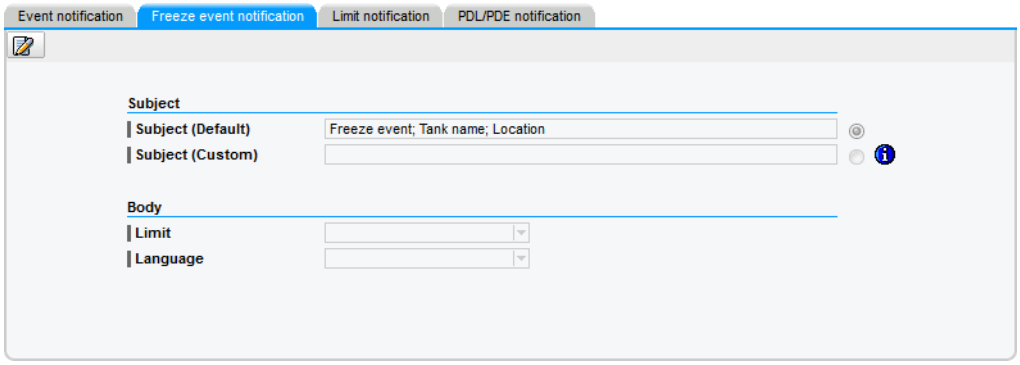
Notice!

NOTICE

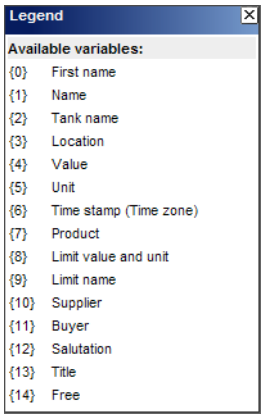
Only people whose role is configured as **System administrator** or **Local system administrator** can define and edit contract-specific freeze event notifications.

In the "Freeze event notification" tab, you can specify the subject line and the event notification text for the contract for which you are logged in.

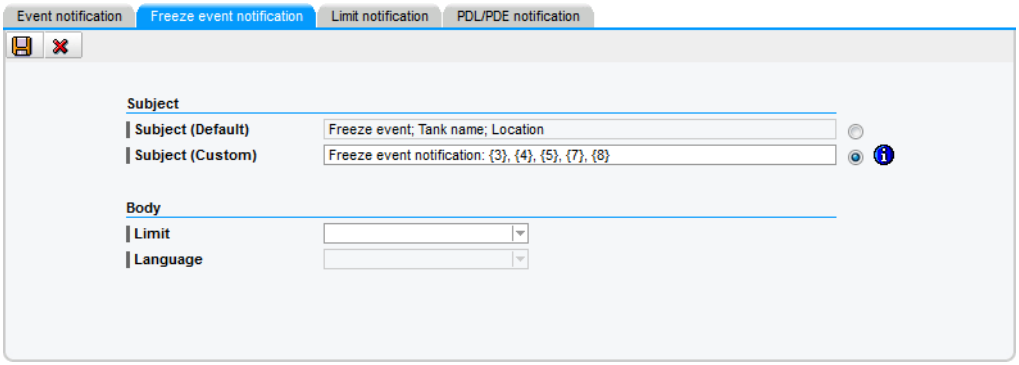
1. In the Navigation Window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. Click the **Freeze event notification** tab.
4. The following view is displayed in the Application window:



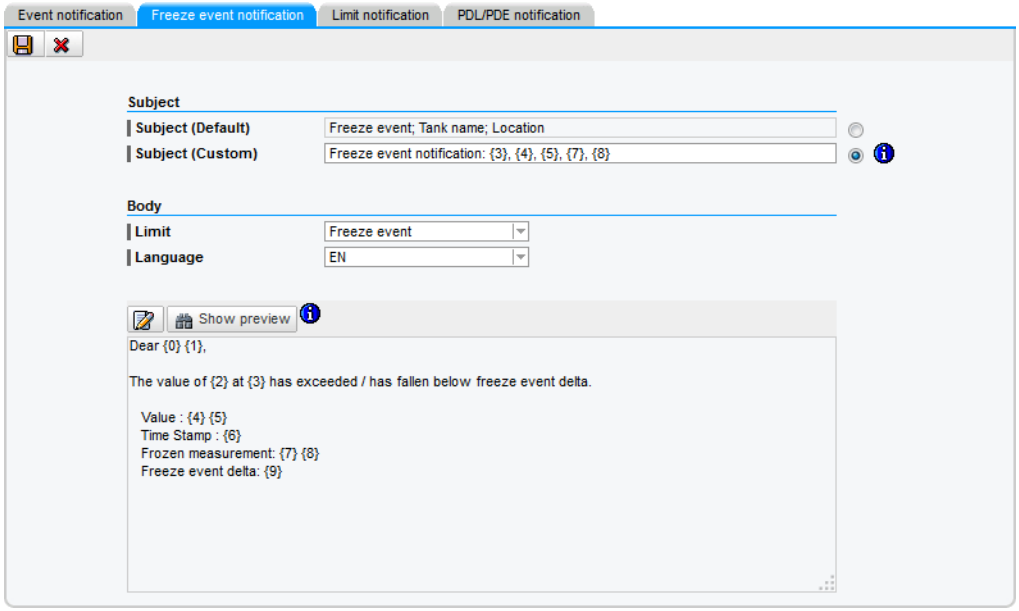
5. Click the button.
6. The tab is displayed in the edit mode.
7. Click the relevant button for the desired subject line or select the **Subject (Custom)** radio button to define the subject yourself.
8. Click the button to display the **Available variables** legend:



9. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
e.g.:



10. Click the button to close the **Available variables** legend.
11. Select the desired limit from the **Limit** picklist.
12. The **Language** picklist can be edited as soon as the limit has been selected.
13. Select the desired language from the **Language** picklist.
14. The standard text template appears as soon as the language has been selected:



15. Click the button above the text box if you want to change the text in the box. The text box appears in the editing mode:

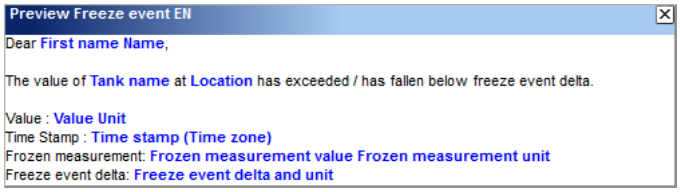


Notice!

NOTICE

You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

16. Click the button above the text box to display the **Available variables** legend.
17. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
18. Click the button to close the **Available variables** legend.
19. Click the **Show preview** button to see a preview of the text of the event notification:



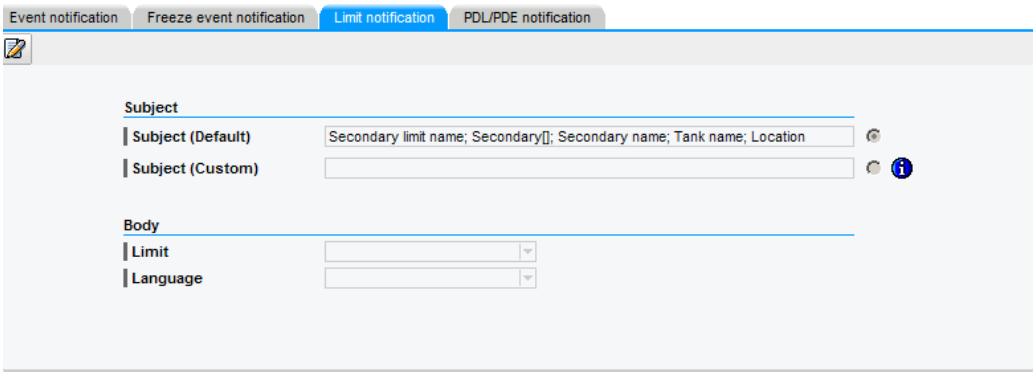
20. Click the button to close the preview window.
21. If necessary, click the **Reload default template** button to discard the changes and load the default template.
22. Click to save your entries in the text box. Click to abort the process.
23. Click to save your entries in the **Freeze event notification** tab. Click to abort the process.

12.6.3 Defining and editing limit notification

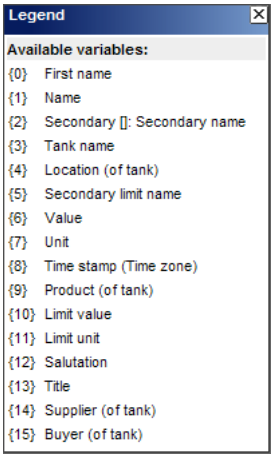
In the "Limit notification" tab, you can specify the subject line and the limit notification text for limit notifications.

1. In the Navigation window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. Click the **Limit notification** tab.

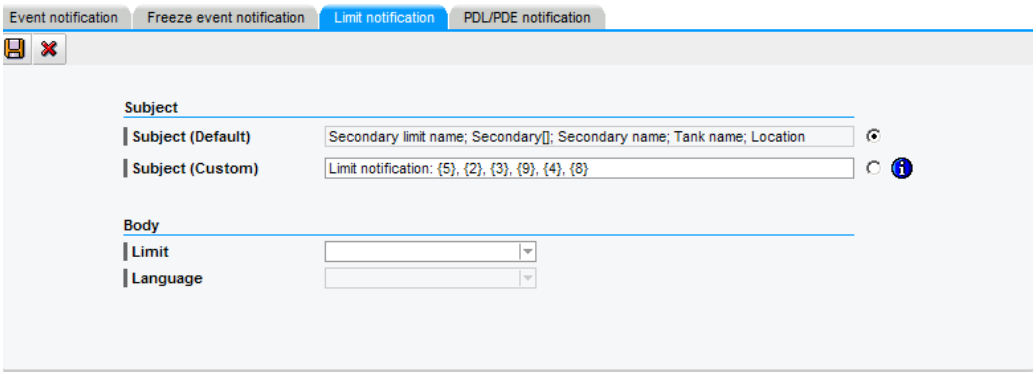
4. The following view is displayed in the Application Window:



5. Click the button.
6. The tab is displayed in the edit mode.
7. The radio button of the **Subject (Default)** subject line is preselected. Accept the preselection or click the **Subject (Custom)** radio button to define the subject yourself.
8. Click the button to display the **Available variables** legend:

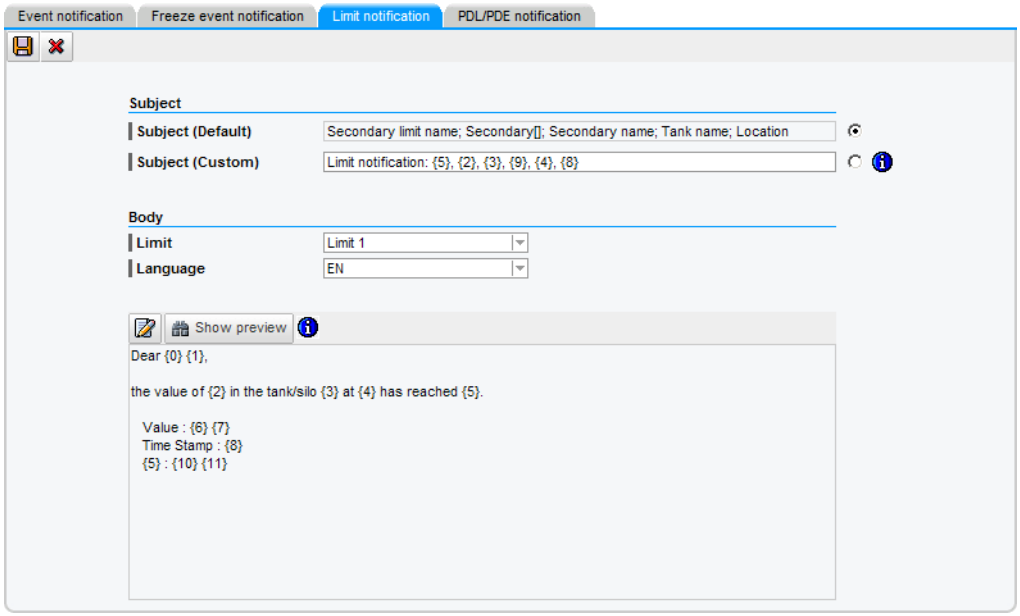


9. In the **Subject (Custom) field**, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
e.g.:

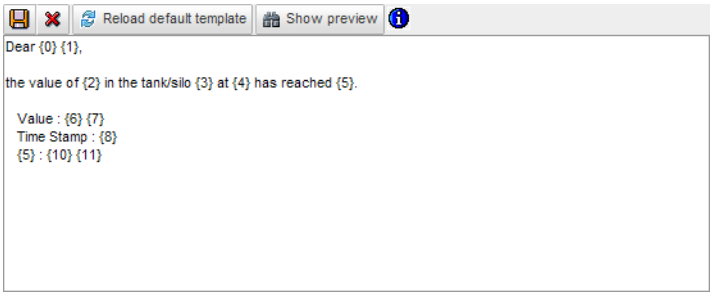


10. Click the button to close the **Available variables** legend.
11. Select the desired limit from the **Limit** picklist.
12. The **Language** picklist can be edited as soon as the limit has been selected.
13. Select the desired language from the **Language** picklist.

14. The standard text template appears as soon as the language has been selected:



15. Click the button above the text box if you want to change the text in the box. The text box appears in the editing mode:

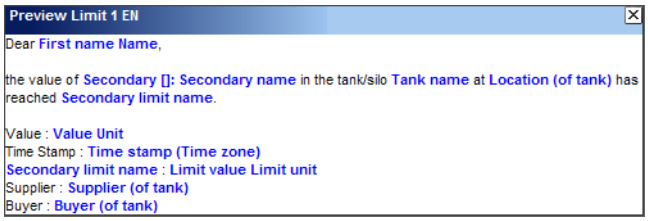


Notice!

NOTICE

You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

16. Click the button above the text box to display the **Available variables** legend.
17. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
18. Click the button to close the **Available variables** legend.
19. Click the **Show preview** button to see a preview of the text of the limit notification:

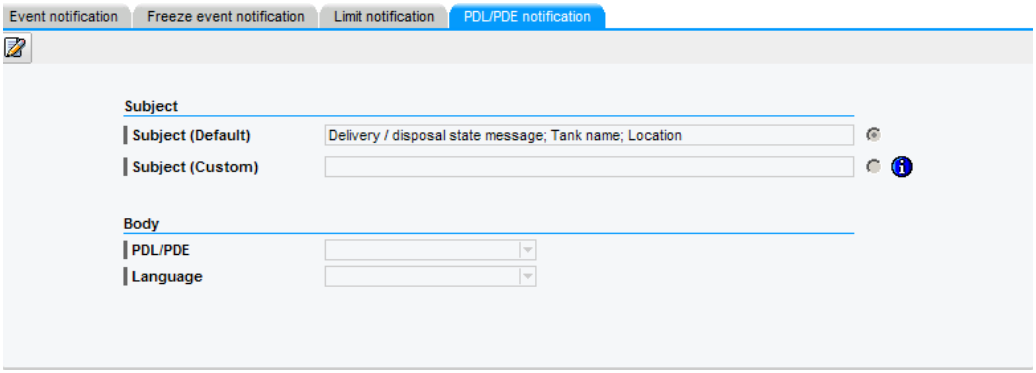


20. Click the button to close the preview window.
21. If necessary, click the **Reload default template** button to discard the changes and load the default template.
22. Click to save your entries in the text box. Click to abort the process.
23. Click to save your entries in the "Limit notification" tab. Click to abort the process.

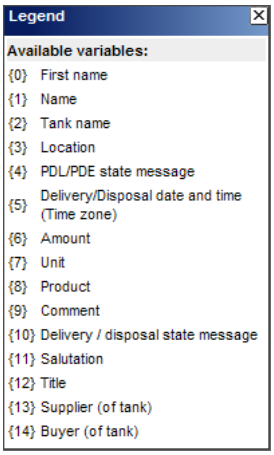
12.6.4 Defining and editing PDL/PDE notification

In the "PDL/PDE notification" tab, you can specify the subject line and the PDL/PDE notification text for PDL/PDE notifications.

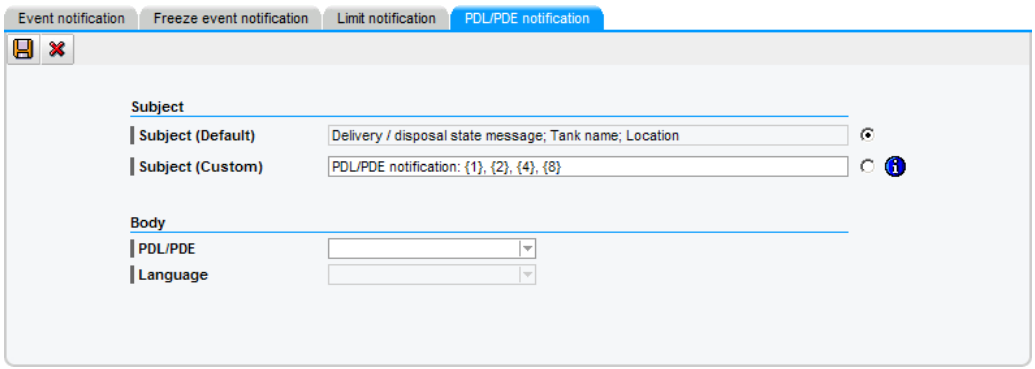
1. In the Navigation window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. Click the **PDL/PDE notification** tab.
4. The following view is displayed in the Application Window:



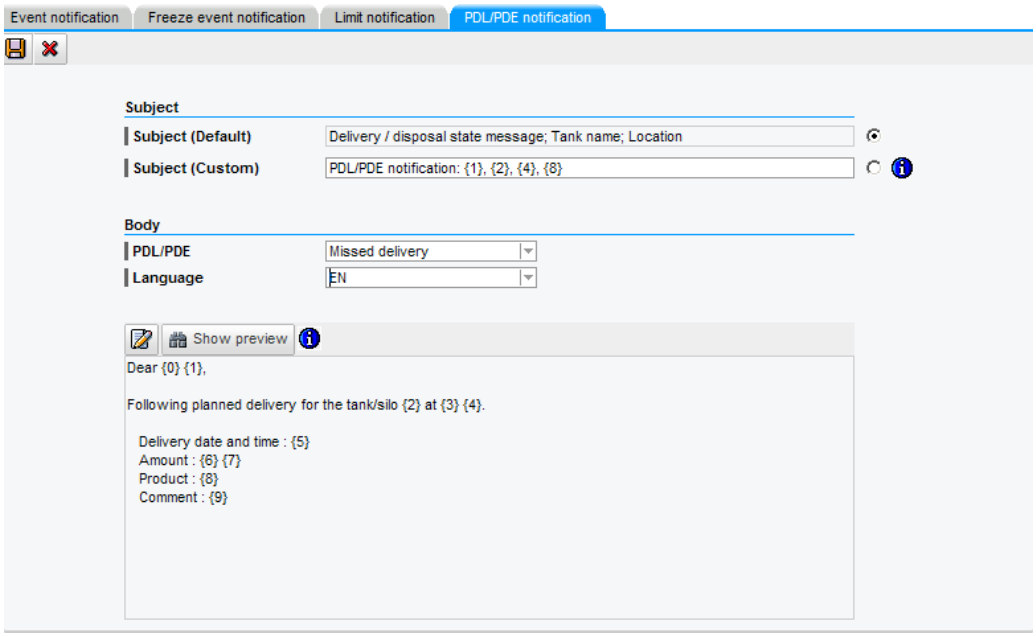
5. Click the  button.
6. The tab is displayed in the edit mode.
7. The radio button of the **Subject (Default)** subject line is preselected. Accept the preselection or click the **Subject (Custom)** radio button to define the subject yourself.
8. Click the  button to display the **Available variables** legend:



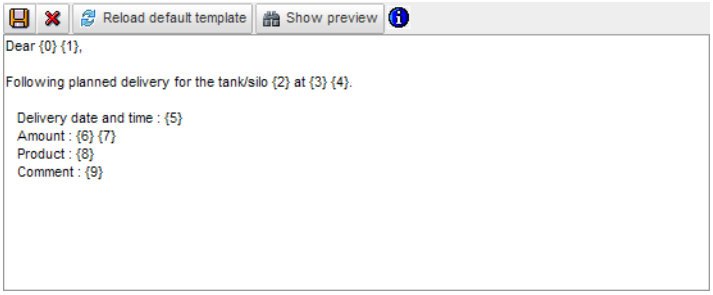
9. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables, e.g.:



10. Click the button to close the **Available variables** legend.
11. Select the desired PDL/PDE from the **PDL/PDE** picklist.
12. The **Language** picklist can be edited as soon as the PDL/PDE has been selected.
13. Select the desired language from the **Language** picklist.
14. The standard text template appears as soon as the language has been selected:



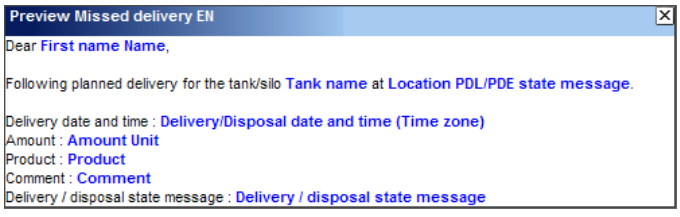
15. Click the button above the text box if you want to change the text in the box. The text box appears in the editing mode:



Notice!

NOTICE You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

16. Click the button above the text box to display the **Available variables** legend.
17. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
18. Click the button to close the **Available variables** legend.
19. Click the **Show preview** button to see a preview of the text of the PDL/PDE notification:



20. Click the button to close the preview window.
21. If necessary, click the **Reload default template** button to discard the changes and load the default template.
22. Click to save your entries in the text box. Click to abort the process.
23. Click to save your entries in the "PDL/PDE notification" tab. Click to abort the process.

12.7 Set up an e-mail connection

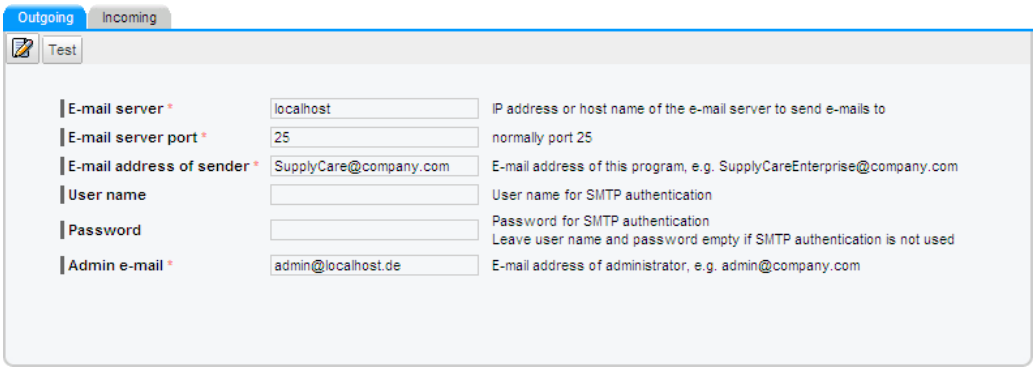
Notice!

NOTICE

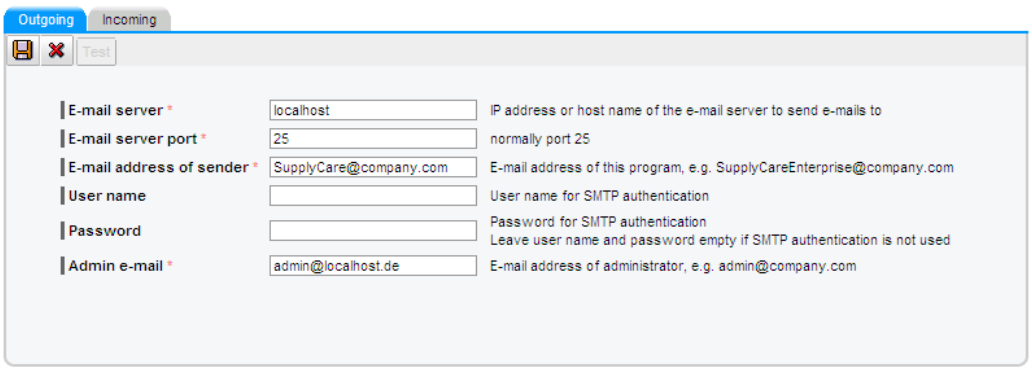
Only people whose user role is configured as **System administrator** can set up e-mail connections.

You can use this menu item to set up the e-mail connection for incoming and outgoing e-mails under SupplyCare.
The **Outgoing** e-mail connection is used to send events by mail to the user in question.
The **Incoming** e-mail connection is used to collect e-mails from the gateways.

1. Click the **System administration** menu in the Navigation window.
2. Click the **E-mail connection** menu item.
3. The following view is displayed in the Application window:



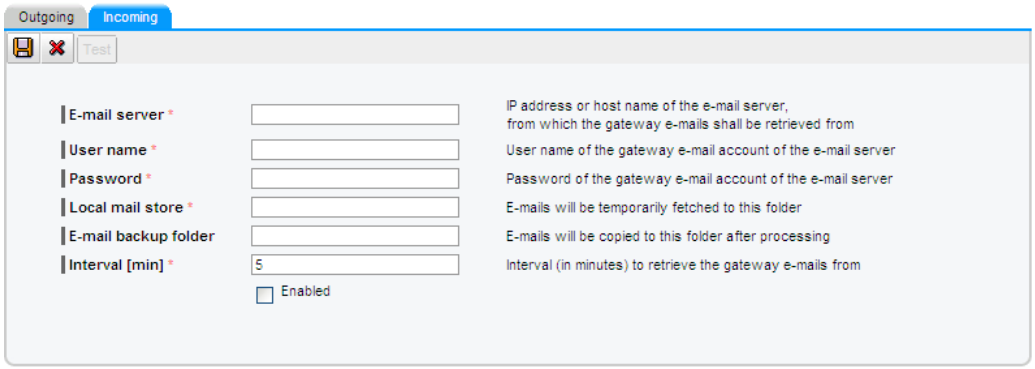
4. Select the **Outgoing** tab. Here you configure the e-mail connection to an e-mail server for outgoing e-mails from SupplyCare.
5. Click the button.
6. The **Outgoing** tab is displayed in the edit mode.



7. Here, enter the corresponding data for the e-mail connection for the outgoing e-mails, such as:
   – **E-Mail Server** (obligatory)
   – **E-Mail Server Port** (obligatory)
   – **E-Mail address of sender** (obligatory)

– **User Name**
– **Password**
– **Admin E-Mail** (obligatory): Alarm messages are sent to this e-mail address. Refer also to Page 167.

8. Click to save your entries. Click to abort the process.
9. Select the **Incoming tab.** Here you configure the e-mail connection to an e-mail server from which the gateway e-mails are collected.
10. Click the button.
11. The **Incoming** tab is displayed in the edit mode.



12. The relevant data for the e-mail connection for incoming e-mails are entered here:
– **E-Mail Server** (obligatory)
– **User Name** (obligatory)
– **Password** (obligatory)
– **Interval (in minutes)** (obligatory)
13. Activate the **Enabled** check box.
14. Click to save your entries. Click to abort the process.
15. Click **Test**.
16. If the e-mail connection has been set up correctly, the message "The connection test was successful" is displayed.
17. The e-mail server is queried at regular intervals (in minutes).

12.8 Creating new gateways, configuring gateways and replacing gateways – Gateway configuration menu

Notice!

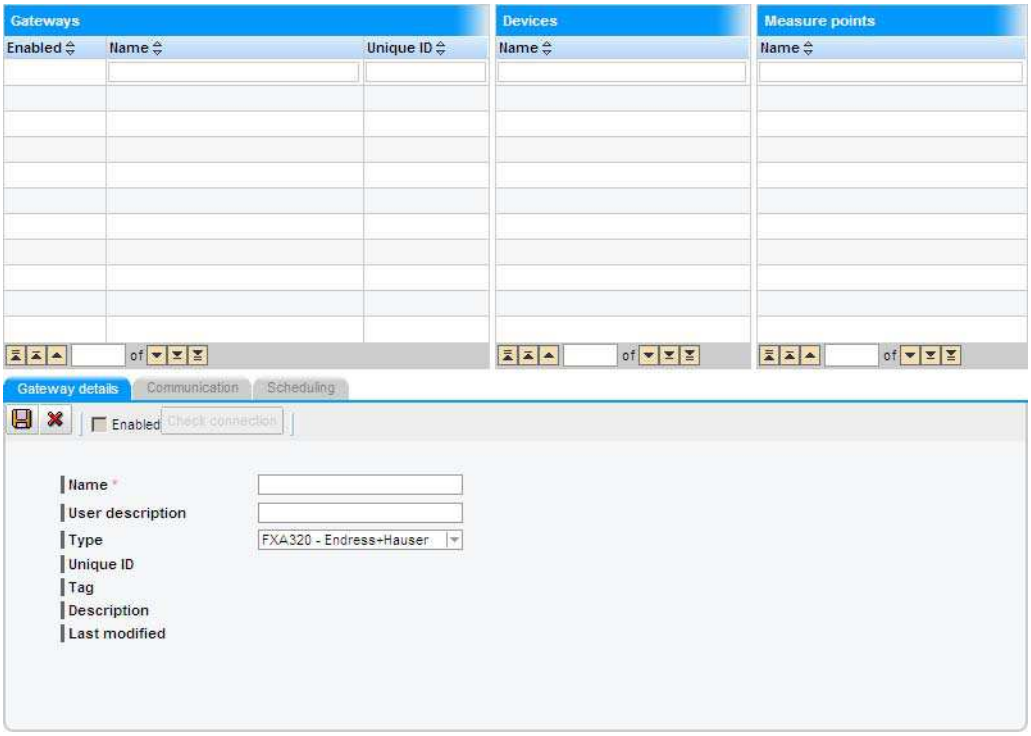
NOTICE

Only people whose role is configured as **System administrator** or **Local system administrator** can create, configure and replace gateways.

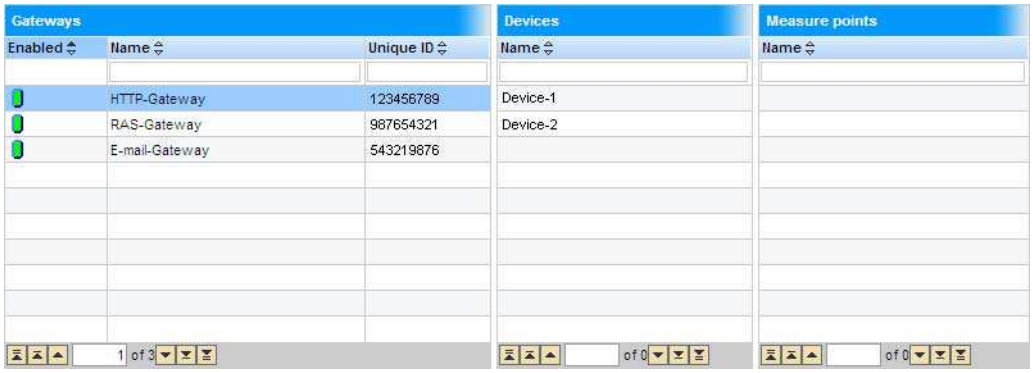
If the measured values get into the application via the communication version "e-mail", these gateways are automatically listed by SupplyCare. Via the **New Gateways** menu item the gateways are linked with SupplyCare (see Page 172).

1. In the Navigation window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item.

3. If no gateways have been created yet, the following view appears in the application window:



If gateways have already been created, the previously created gateways are displayed as follows:

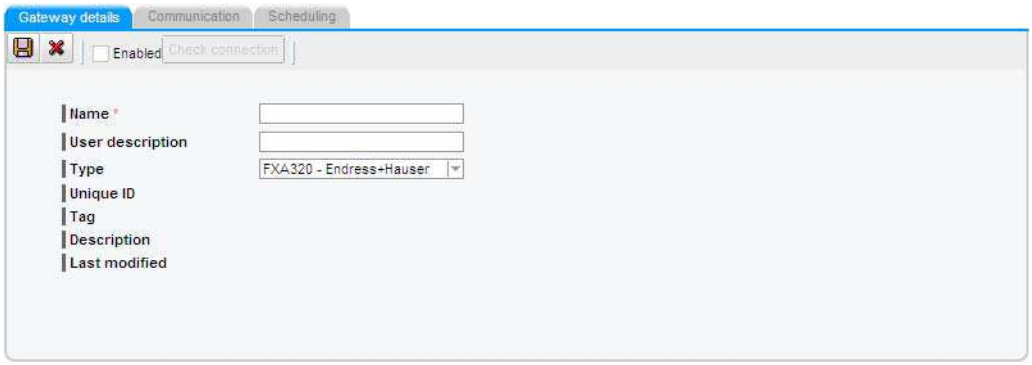


4. For creating new gateways refer to Chapter 12.8.1 (see Page 147). For configuring gateways refer to Chapter 12.8.2 (see Page 148).

12.8.1 Creating new gateways

1. In the Navigation window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item.
3. Select the **Gateway details** tab.
4. Click the button.

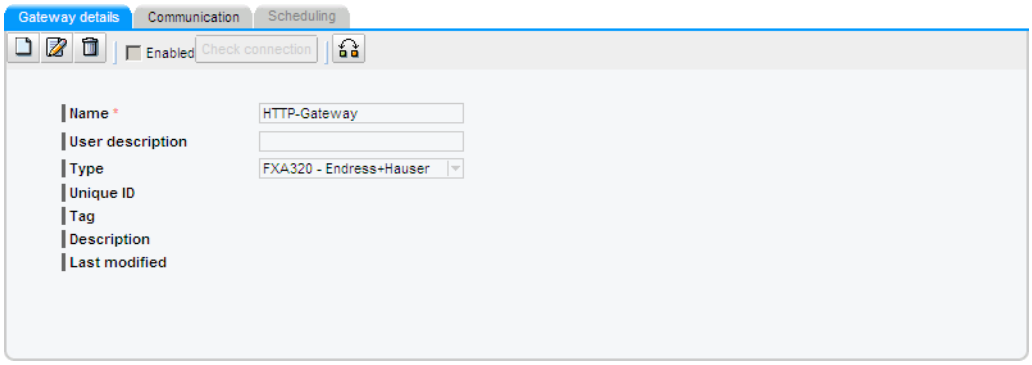
5. The tab is displayed in the edit mode.



6. Enter a name in the **Name** field.
7. If necessary, enter a description in the **User Description** field.
8. Via the **Type** field, select the gateway used. You can choose between the following gateways:
   – Ecograph T – Endress+Hauser : Internet
   – FXA320 – Endress+Hauser: Internet, e-mail or phone
   – FXA520 – Endress+Hauser: Internet, e-mail or phone
   – FXA720 – Endress+Hauser: Internet
   – Memograph M – Endress+Hauser: Internet
   – OPC XML DA – opcfondation: Internet.
9. Click to save your entries. Click to abort the process.
10. After saving , the gateway is displayed in the **Gateways** table.
11. Configure the gateway as described in Chapter 12.8.2.

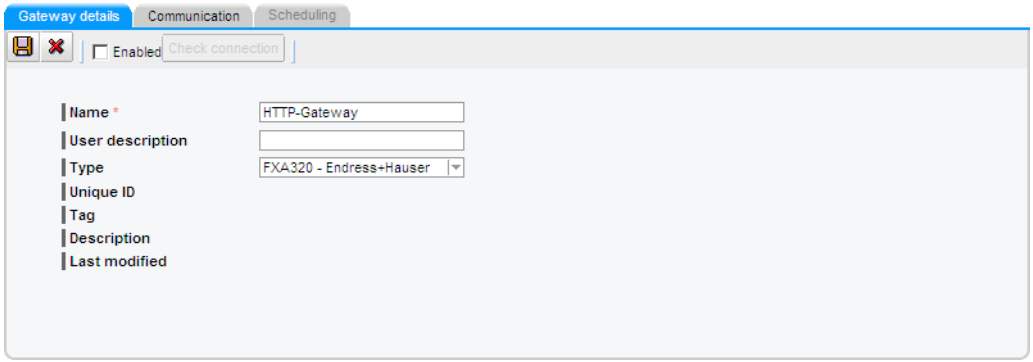
12.8.2 Configure gateways

1. In the **Gateways** table, select the gateway you wish to configure.
2. The following detail view is displayed in the Application window:

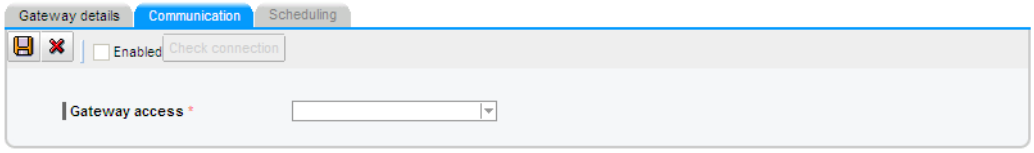


3. Click the button.

4. The tab is displayed in the edit mode.

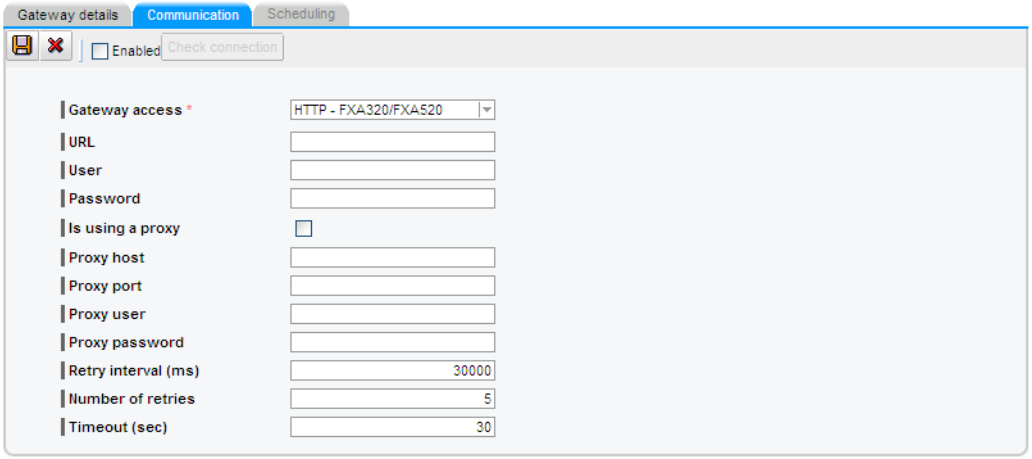


5. Make your changes.
6. Click to save your entries. Click to abort the process.
7. Select the **Communication** tab.
8. Click the button.
9. The tab is displayed in the edit mode.



10. Select the communication version for the **Gateway access** field.
11. Additional fields are displayed on the tab depending on the communication version selected.

a) **Communication via Internet/Intranet (HTTP)**



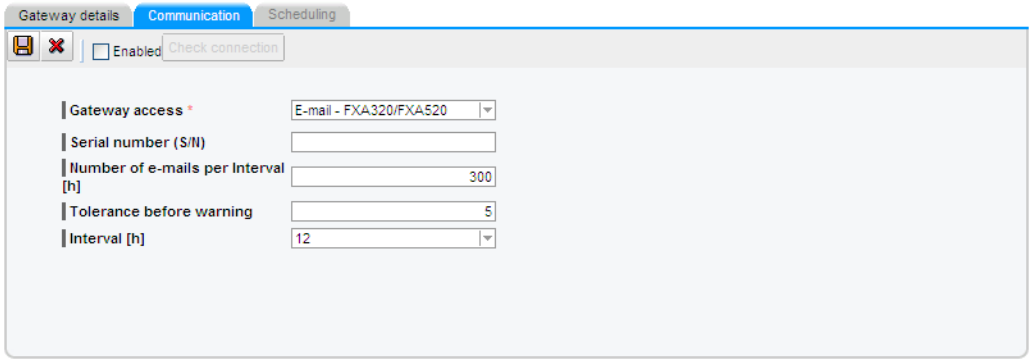
Here, you specify the following data:
– **URL** (obligatory): IP address of the selected gateway along with additional text **index.xml**
e.g. http://123.456.789.0/index.xml
If you are using an FXA720, the IP address of the selected gateway must be entered along with the suffix **/bin/index?page=2011**
e.g. http://123.456.789.0/bin/index?page=2011
– **User** (obligatory)
– **Password**
– **Is using a proxy**
– **Proxy host**
– **Proxy port**

– **Proxy user**
– **Proxy password**
– **Retry interval (ms)**: Interval between retries if the attempt to establish a connection has failed.
– **Number of retries**: number of retries if the attempt to establish a connection has failed.
– **Timeout (sec)**

Click to save your entries. Click to abort the process.

With communication via Internet (HTTP), retrieval is carried out actively by SupplyCare and managed by the Scanning schedule (see Page 152).

b) **Communication by e-mail**



For the communication variant "E-mail", the measured values reach the SupplyCare system via incoming e-mails. The number of these incoming e-mails can be monitored and must lie within a certain range. The count includes only the e-mails with a subject line that has a valid three-digit code. Refer also the parameter "cm.dailyScanAmount.digitCodes", Page 125.

Here, you specify the following data:
– **Serial number** (obligatory): Serial number of the gateway
– **Number of e-mails per interval [h]**: E-mails expected for the specified interval ("Interval" field). If the field remains empty or you enter the value "0", the number of incoming e-mails is not monitored.
Refer also the parameter "cm.dailyScanAmount", Page 125.
– **Tolerance before warning**: The tolerance defines the tolerance range for the number of incoming e-mails. If the number of incoming e-mails is outside this range, an alarm message is generated.
Refer also the parameter "cm.dailyScanAmount.tolerance", Page 125.
– **Interval [h]**: Interval in which the number of incoming e-mails must lie within the specified tolerance. If you enter the characters "- -" for the field, the number of incoming e-mails is not monitored.
Refer also the parameter "cm.dailyScanAmount.interval", Page 125.

Example
– Daily number of e-mails: 5
– Tolerance before warning: 4
– Interval [h]: 24

If the number of incoming e-mails within 24 hours for this gateway (Fieldgates) is less than 1 or greater than 9, the status for this measured value is set to "No measured data" and the corresponding icon is set for the tank overview ("Tank" workplace).

Click to save your entries. Click to abort the process.

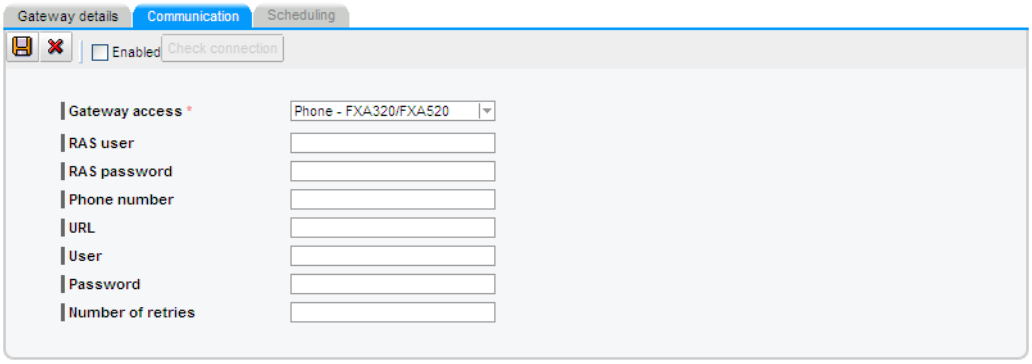
Notice!

NOTICE You can assign the default values for the fields "Number of e-mails per interval [h]", "Tolerance before warning" and "Interval [h]" for all new gateways to be created in the "System properties" menu (see Page 152).

c) **Communication by phone**

Notice!

NOTICE
- For the "Telephone" communication version, the RAS connection must be set up. The RAS connection must also be specified in the "System properties" menu item (Parameter cm.telefon.*, see Page 125).
- The integration of a modem into the Virtual Machine for using the RAS connection is not possible.

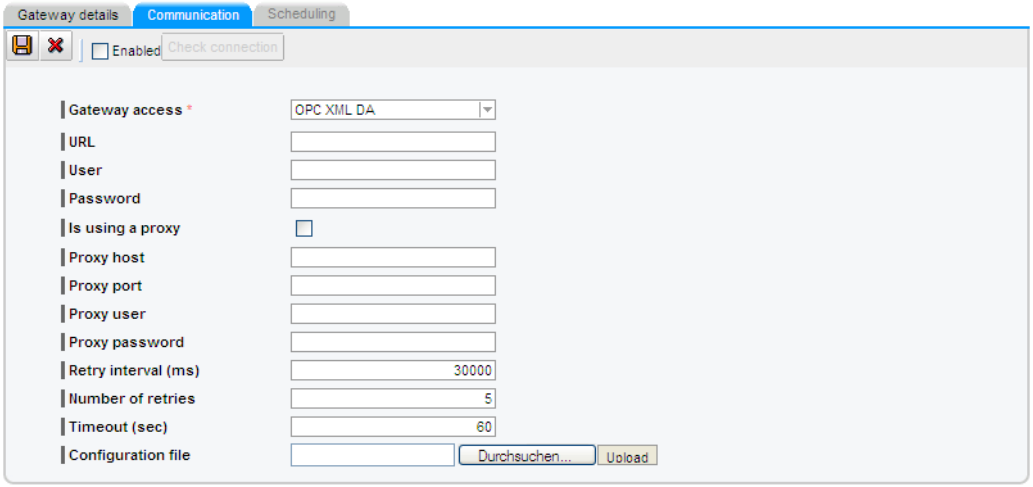


Here, you specify the following data:
- **RAS user** (obligatory)
- **RAS password**
- **Phone number**
- **URL** (obligatory): IP address of the selected gateway along with additional text **index.xml**, e.g. http://123.456.789.0/index.xml
- **User**
- **Password**
- **Retry interval (ms)**: Interval between retries if the attempt to establish a connection has failed.
- **Number of retries**: number of retries if the attempt to establish a connection has failed.

Click to save your entries. Click to abort the process.

With communication via phone (RAS), retrieval is carried out actively by SupplyCare and managed by the Scanning schedule (see Page 152).

d) **Communication via OPC XML DA (OPC Server)**



Enter the following data here:
- **URL**: IP address of the OPC XML DA server, e.g. http://localhost:8090/opc/da
- **User** (obligatory)
- **Password**
- **Is using a proxy**
- **Proxy host**
- **Proxy port**
- **Proxy user**
- **Proxy password**
- **Retry interval**: interval between retries if the attempt to establish a connection has failed.
- Number of retries: number of retries if the attempt to establish a connection has failed.
- **Timeout (sec)**: time, after which the connection to the server is canceled, if it does not supply all required data from the uploaded configuration file.
- Configuration file: Use the button **Browse** to choose the configuration file in the directory. Use the button **Upload** to upload the configuration file.

Click to save your entries. Click to abort the process.

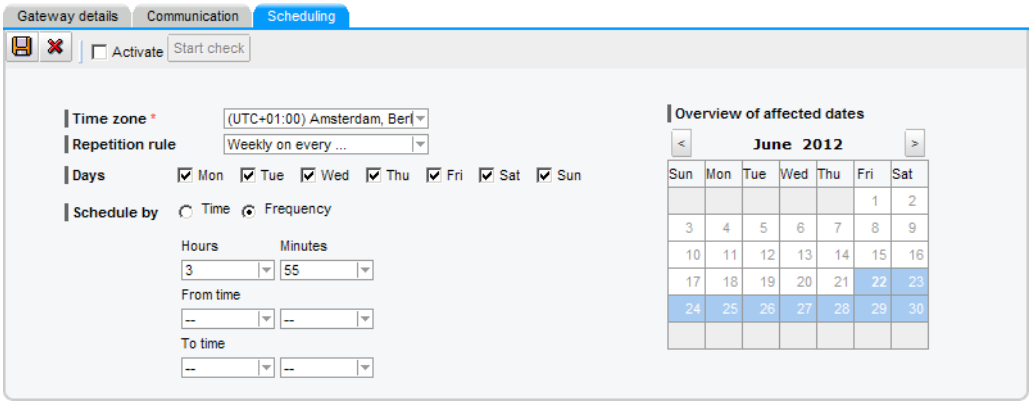
With communication via OPC XML DA, retrieval is carried out actively by SupplyCare and managed by the Scanning schedule (see Page 152).

Scanning schedule – Scheduling

If "Internet (HTTP)", "Telephone" or "OPC XML DA", has been selected for the communication, you have to specify a scanning schedule.

12. Click the **Scheduling** tab.
13. Click the button.

14. The tab is displayed in the edit mode.



15. Here, you can enter data on the scanning schedule such as:
    - **Enable scheduling:** the scheduling rule is enabled immediately as soon as the scanning schedule has been completed.
    - **Time zone**
    - **Repetition rule**: you can select a rule here.
      Daily: possible to schedule by time or frequency.
      Weekly on every...: possible to select the specific days and schedule by time or frequency.
    - **Schedule by:** select time or frequency.

    You can specify up to 12 scan times for the **Time** option. For the **Frequency** option, specify an interval in hours and minutes and a start and end time for the scan.
    The days on which a scan is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.

16. Click the **Check connection** button.

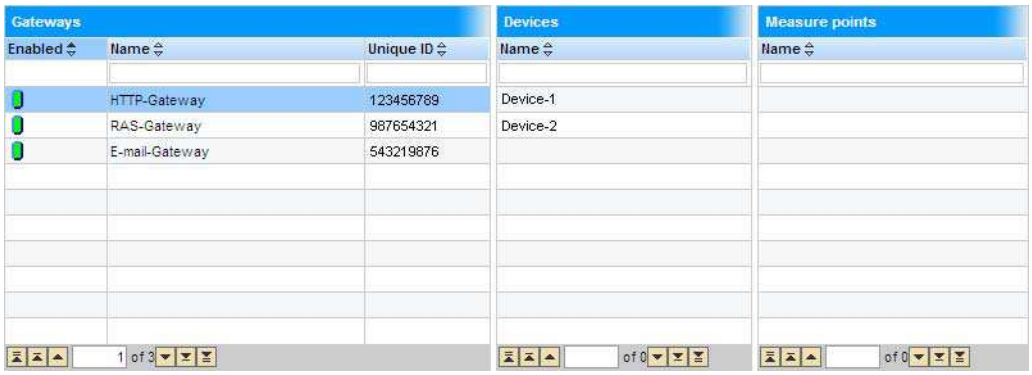
Notice!

NOTICE If you choose communication by phone, the **Start check** button appears instead of the **Check connection** button. After clicking the **Start check** button, the message "Connection check in progress" appears. Please note that the connection check can take several minutes.

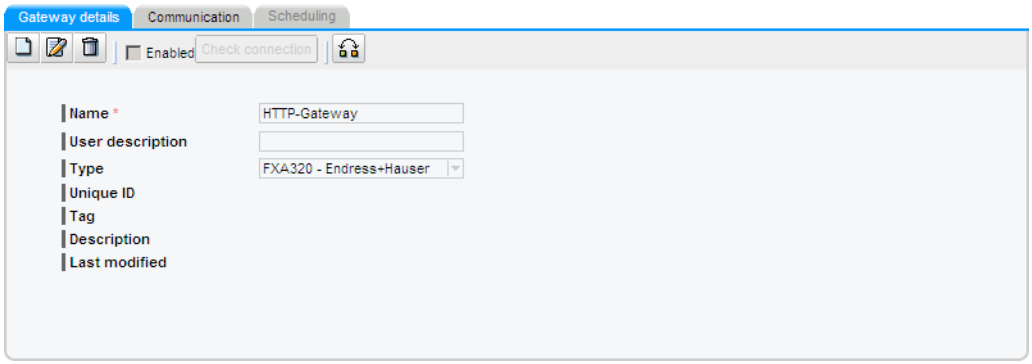
17. If the connection is fine, the message "Successfully tested" appears.
18. Click **OK**.
19. Tick the **Activate** check box.
20. The message "Enabled" appears.
21. Click **OK**.
22. Click  to save your entries. Click  to abort the process.
23. The measuring points that are connected to the configured gateway are read into SupplyCare depending on the scheduling.

12.8.3 Replacing a gateway

1. Replace the gateway in your system.
2. In the Navigation window, click the **System administration** menu.
3. Click the **Gateway configuration** menu item.
4. The following is displayed in the Application window:



5. In the **Gateways** table, select the gateway you wish to replace.
6. The **Gateway details** tab opens in the application window.



Notice!

NOTICE

You must take the mode of communication into consideration to be able to replace an already configured gateway with a new gateway.

- **Communication by Internet (HTTP) or Telephone:**
  When replacing gateways where the mode of communication is Internet (HTTP) or Telephone, you must configure the appropriate settings for the new gateway on the "Communication" tab.

- **Communication by E-mail:**
  When replacing gateways where the mode of communication is E-mail, you must enter the serial number (unique ID) of the new gateway in the "Serial number" field on the "Communication" tab.

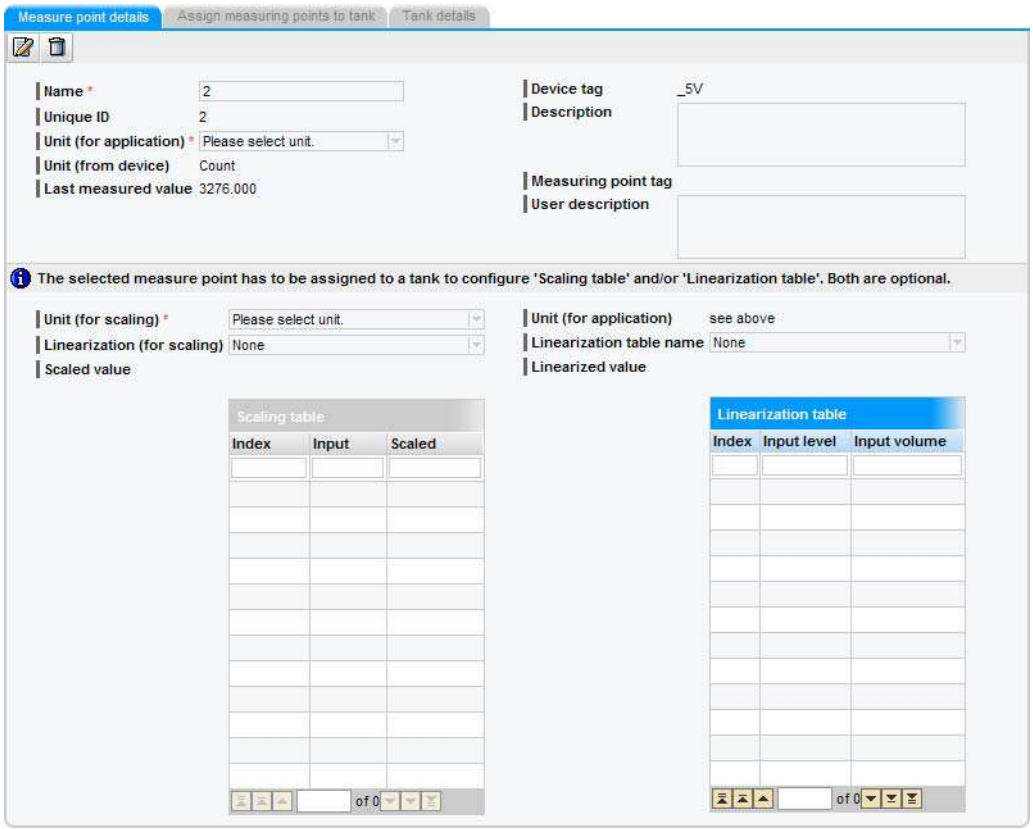
7. Click the **Replace gateway** button. Using the HTTP communication a connection to the new gateway is established and the **Unique ID** in the system is replaced by the new one. The new gateway is now implemented in SupplyCare Enterprise and assumes the existing tasks of the gateway it replaced.

12.9 Assigning a measuring point to a tank

Notice!

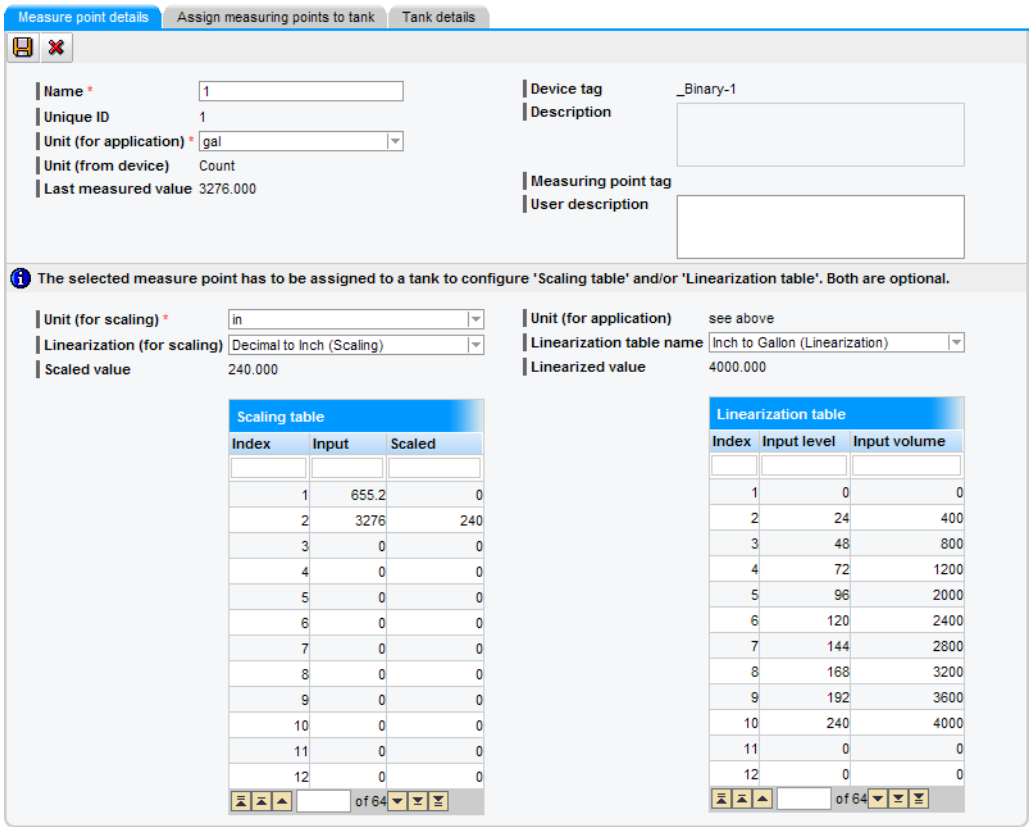
NOTICE Only people whose user role is configured as **System administrator** or **Local system administrator** can assign a measuring point to a tank.

1. In the Navigation window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item (see Page 146).
3. Select a gateway in the **Gateways** table. The "Devices" table shows the devices belonging to the gateway.
4. Select a device in the **Devices** table. The "Measuring points" table shows the measuring points belonging to the device.
5. In the **Measuring points** table, select the measuring point you wish to assign to a tank.
6. The following detail view is displayed in the Application window:



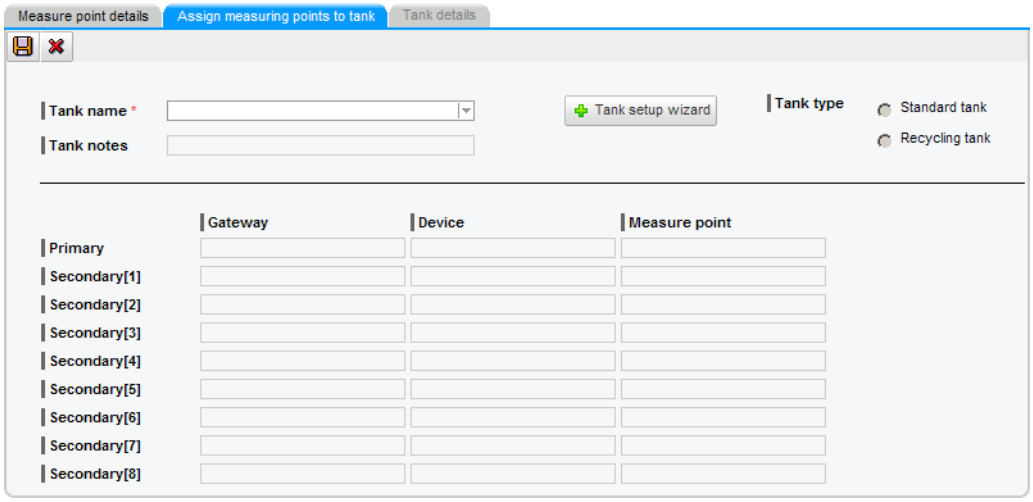
7. Click the  button.
8. You can now enter the following information on the device:
   – **Name** (obligatory)
   – **Unit (for application)** (obligatory): Select an engineering unit from the list.
   – **User description**
   – **Linearization table name**: A previously created linearization table can be selected here (see Page 158). After the name of the linearization table has been selected, it is automatically filled with values for the "Index", "Input level" and "Input volume".
   – **Unit (for scaling)** and **Linearization (for scaling)**: After the "Linearization table" has been activated, a second linearization can be selected. The "Scaling table" is activated by selecting a "Unit (for scaling)" and making a selection in the field "Linearization (for scaling)". "Unit (for scaling)" corresponds to the unit to be used for scaling. After "Linearization (for scaling)" has been selected, the "Scaling table" is automatically filled with values for the "Index", "Input" and "Scaled".

The "Scaling table" is required for example when a measuring device delivers a number only. The inventory level is then derived from the "Linearization (for scaling)" and the associated volume from a further linearization of the level value. For example:



9. The following data are read in by the device and cannot be changed:
   - **Unique ID**
   - **Unit (from device)**
   - **Last Measured Value**
   - **Device Tag**
   - **Description**
   - **Measuring Point Tag**
10. Click to save your entries. Click to abort the process.
11. Select the **Assign measuring points to tag** tab.
    The tab cannot be selected until you have entered the values for the "Name" and "Engineering unit (for application)" fields in the "Measuring point details" tab.
12. Click the button.

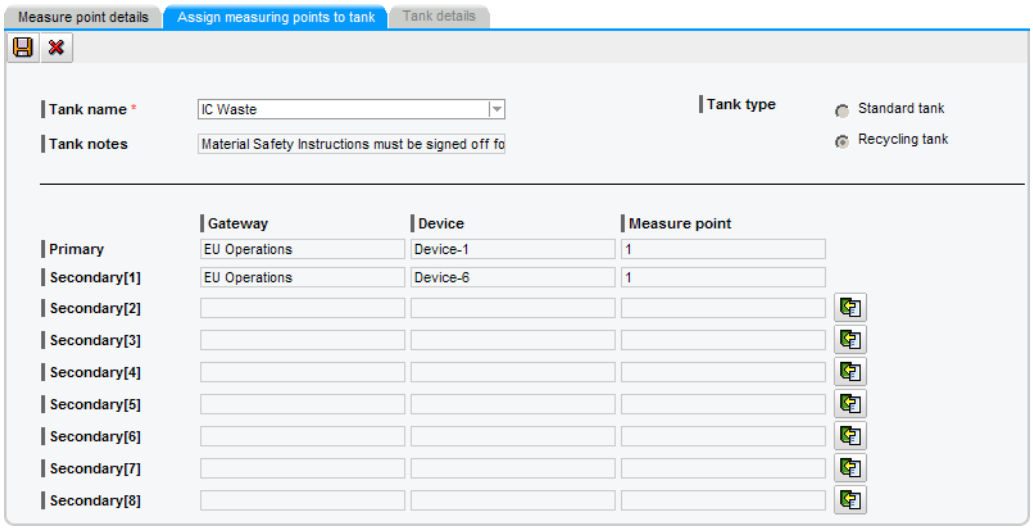
13. The tab is displayed in the edit mode.



In this tab, you have the ability to either select a tank created earlier or create a new tank.

Selecting a tank created earlier

1. Select a tank created earlier in the **Tank name** field. If the selected tank is a standard type of tank, the **Standard tank** checkbox is automatically enabled. If the tank is a recycling tank, the **Recycling tank** is enabled.
2. If a description has already been stored for the selected tank, the description appears automatically in the **Tank notes** field. You can add a description in the **Tank notes** field.

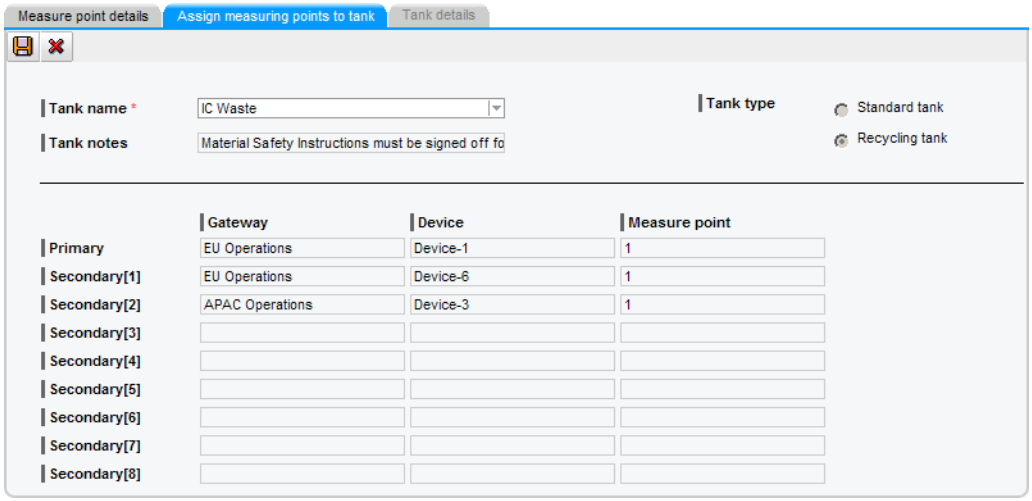


Notice!

NOTICE

- Each measuring point can be assigned only once at most to a tank.
- If no unit has been set for the tank, the "Unit (for application)" is taken as the tank unit when assigning a primary measuring point. → See Page 155.
- You can assign a primary measuring point to a tank only if the tank and the measuring point have compatible engineering units (e.g. length, volume, weight units etc.). If compatible engineering units are not used for the tank and measuring point, an error message is displayed.
- The secondary values which you assign to the tank here are displayed under the "Tank" menu item in the "Secondaries" tab.

3. Click the button, to assign the measuring point to the tank as a main measuring value (primary) or as a secondary.



4. You can delete the existing assignment using the button.
5. Click to save your entries. Click to abort the process.

Creating a new tank

1. Click the **Tank setup wizard** button.
2. Follow the instructions as described in Chapter 11.3.1"Creating a tank".

12.10 Managing linearization tables

Notice!

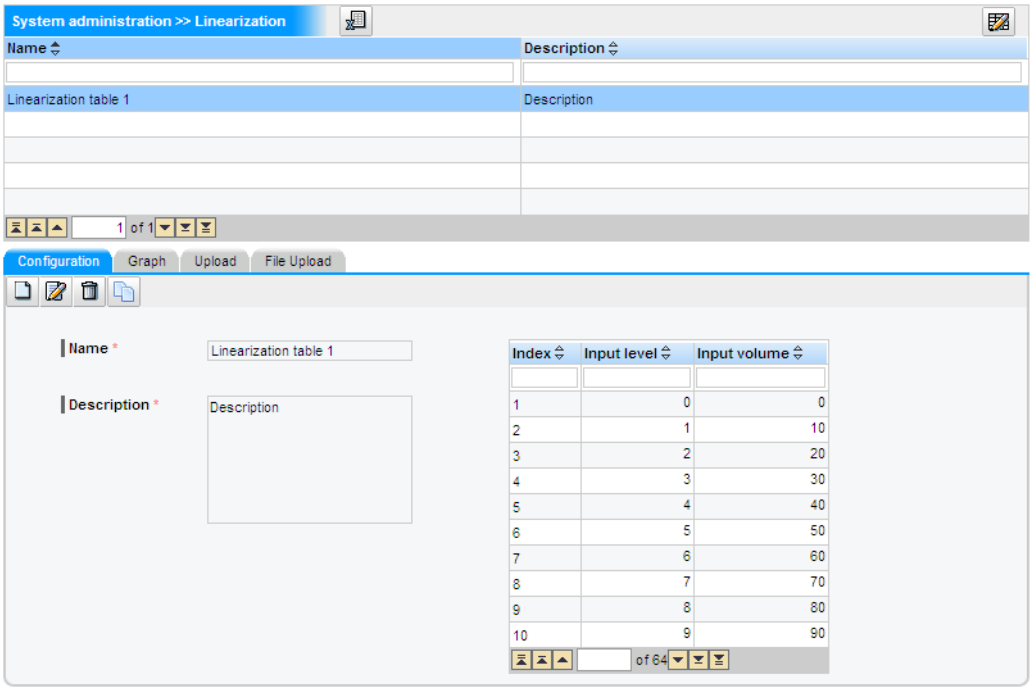
NOTICE

- Only people whose user role is configured as **System administrator** or **Local system administrator** can create, change and delete linearization tables.
- A linearization table is assigned to a device in the **Gateway configuration** menu (see Page 146).

By means of a linearization table a measured value (X-value) is assigned the corresponding Y-value (a volume value, for example). A linearization table must have a minimum of 2 points and can have a maximum of 64 points. A point consists of an index, input level (X-value) and input volume (Y-value).

1. In the Navigation window, click the **System administration** menu.
2. Click the **Linearization** menu item.

3. The following detail view is displayed in the Application window:

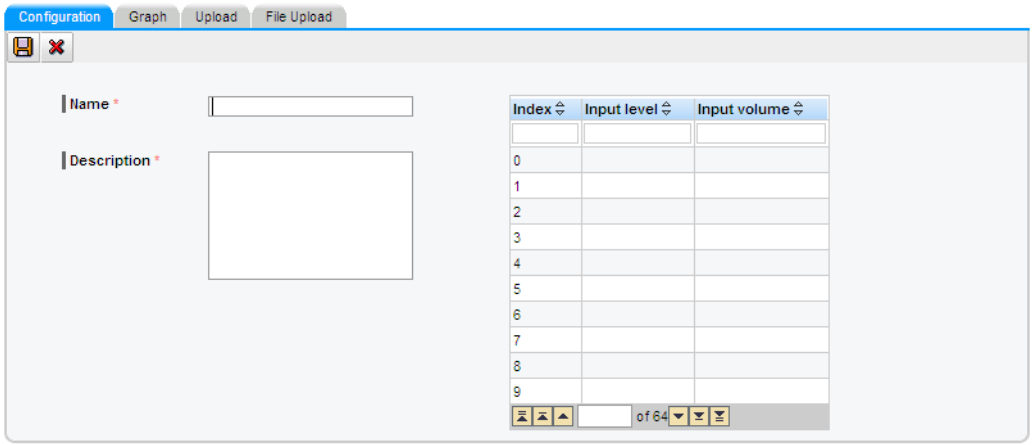


4. In the lower section of the Application window, select the **Configuration** tab.

12.10.1 Creating, changing and deleting a linearization table

Creating a linearization table

1. In the Navigation window, click the **System administration** menu.
2. Click the **Linearization** menu item.
3. Click the button.
4. The tab is displayed in edit mode in the lower section of the Application window:

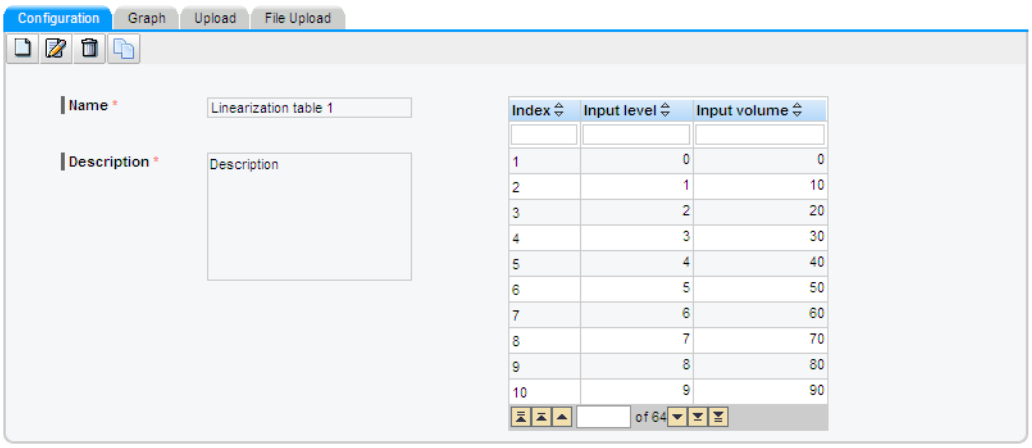


5. Here, you can enter data for the linearization table:
   – **Name** (obligatory)
   – **Description** (obligatory): you can enter a multiline description here.
   – **Index**: specifies the index in the table.
   – **Input level**: enter the level value.
   – **Input volume**: specify the volume value belonging to the level value.

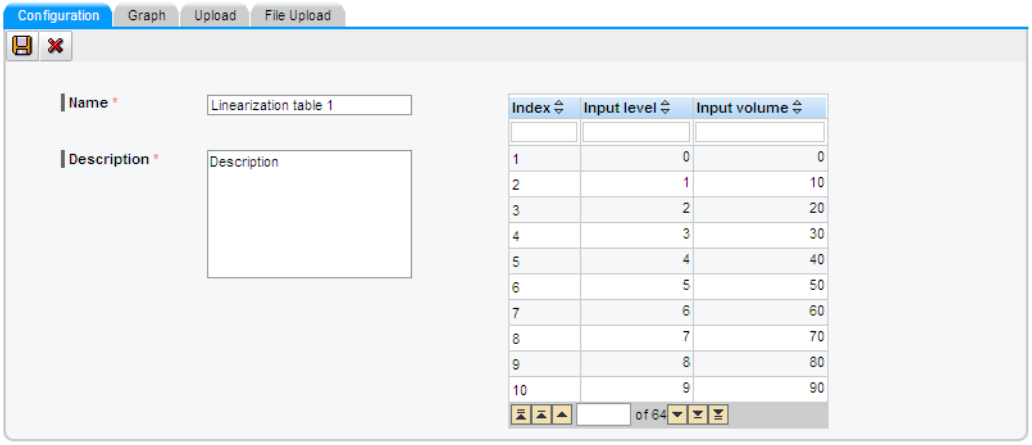
6. Click  to save your entries. Click  to abort the process.
7. Select the **Graph** tab to view the linearization table you entered as a graph.

Changing a linearization table

1. In the overview table, click the linearization table you wish to change.
2. The related tab is displayed in the lower section of the Application window:



3. Click the  button.
4. The tab is displayed in the edit mode.



5. In the table, click the value (input level or input volume) you want to change. You can overwrite several values in succession or fill the table with more value pairs.

Notice!

NOTICE You cannot enter or delete lines in the table, or change the order of the value pairs.

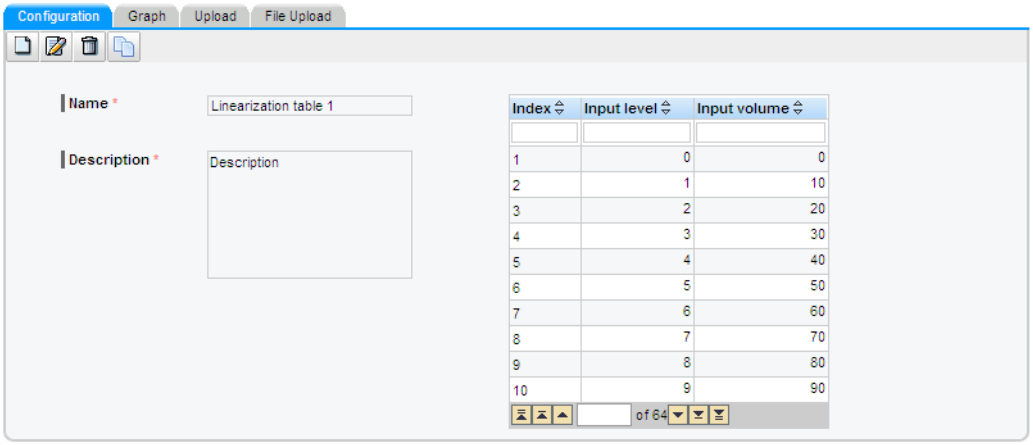
6. Make your changes.
7. Click  to save your entries. Click  to abort the process.

Deleting a linearization table

Notice!

NOTICE You can only delete a linearization table if the linearization table is not assigned to a measuring device.

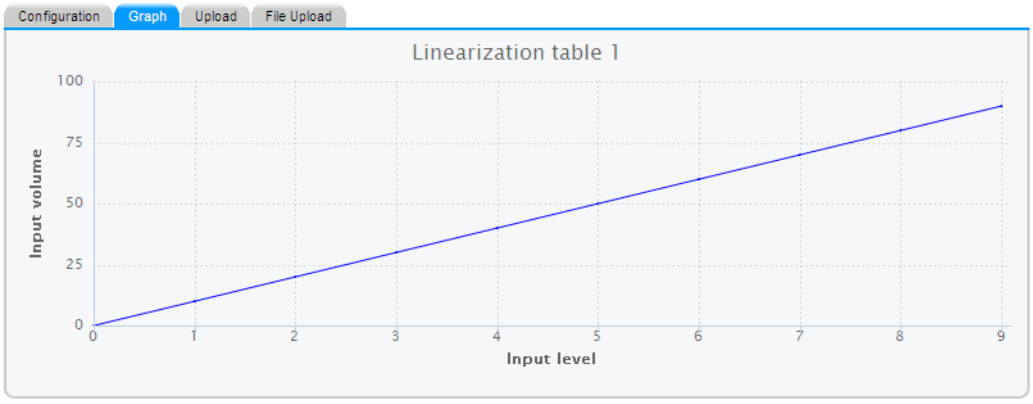
1. In the overview table, click the linearization table you wish to delete.
2. The related tab is displayed in the lower section of the Application window:



3. Click the button.
4. The prompt "Do you really want to delete?" is displayed.
5. Click the **OK** button to delete the linearization table. Click **Cancel** to abort the process.

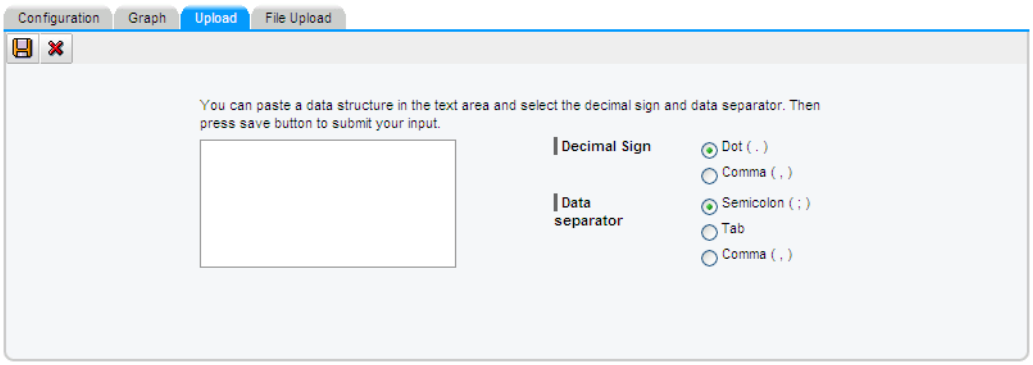
12.10.2 Displaying a linearization table as a graph

1. In the overview table, click the linearization table you wish to view as a graph.
2. Select the **Graph** tab.
3. The selected linearization table is displayed as a graph:

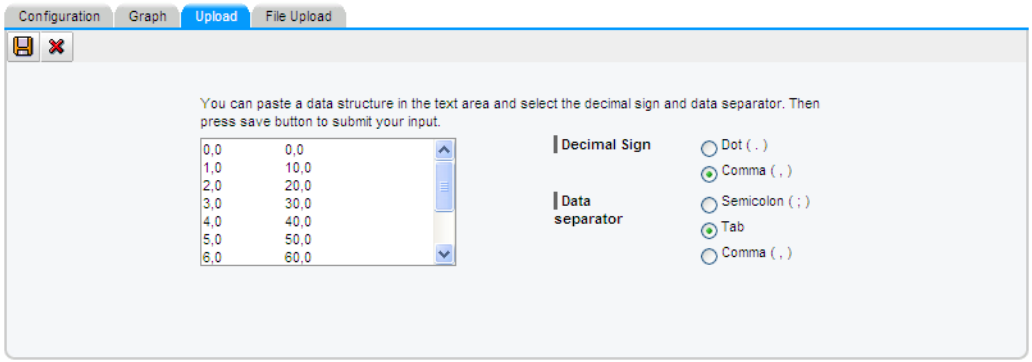


12.10.3 Uploading a linearization table

1. Select the **Configuration** tab.
2. Click the button.
3. The **Configuration** tab is displayed in edit mode.
4. Enter data for the following fields:
   – **Name:** unique name of linearization table
   – **Designation**.
5. Click to save your entries. Click to abort the process.
6. Select the **Upload** tab.
7. Click the button.
8. The tab is displayed in the edit mode.



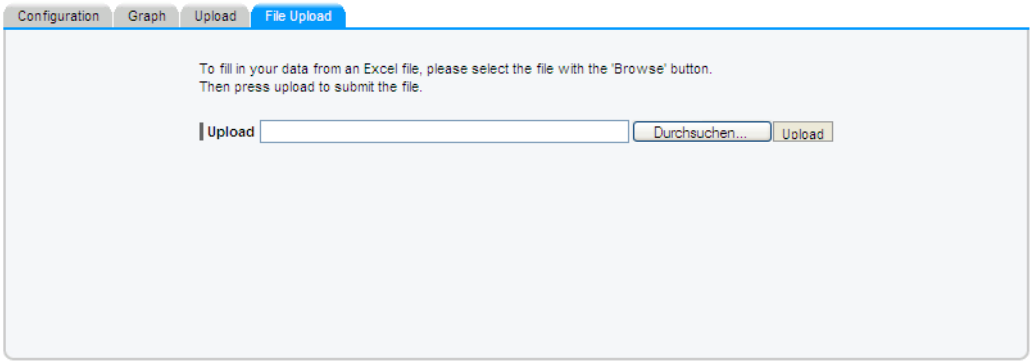
9. Copy a data structure into the text input area.
10. Specify the **Decimal sign** and the **Data separator**.



11. Click to save your entries. Click to abort the process.
12. If you save your entries, the message "Linearization data was saved successfully" appears.
13. Select the **Configuration** tab if you wish to view the uploaded values as a linearization table. Select the **Graph** tab if you wish to view the uploaded values as a graph.

12.10.4 Uploading a linearization table as an Excel file

1. Select the **Configuration** tab.
2. Click the button.
3. The **Configuration** tab is displayed in edit mode.
4. Enter data for the following fields:
   – **Name**: unique name of linearization table
   – **Designation**.
5. Click to save your entries. Click to abort the process.
6. Select the **Upload File** tab.
7. The tab is displayed in the lower section of the application window:



8. Click the **Browse** button.
9. Select the desired Excel file in your directory.
   The Excel file must meet the following criteria and is read as follows:

	A	B	C
1	%	short tons	
2	0	0	
3	10	5.2	
4	20	10.3	
5	30	15.6	
6	40	20.8	
7	50	30.1	
8	60	40.3	
9	70	50.4	
10	80	59.8	
11	90	70.1	
12	100	80.2	
13			

   – The first line is used as a header. These data are not read.
   – The Excel file may only consist of two columns. The values in the first column are read as X-values and the values in the second column are read as Y-values.
   – There must be a numerical value in each cell. Text in a cell results in an error message.
   – A pair of values consists of an X-value and a Y-value. An empty cell results in an error message.
   – The Excel file may consist of a maximum of 64 value pairs.
10. Click the **Upload** button.
11. Select the **Configuration** tab if you wish to view the uploaded values as a linearization table.
    Select the **Graph** tab if you wish to view the uploaded values as a graph.

12.11 Integrating and managing FIS gateways – FIS gateway menu

Notice!

NOTICE People whose role is configured as **System administrator** or **Local system administrator** can integrate, configure and manage FIS gateways.

If a FIS gateway is assigned to a FIS contract, it is listed in the "FIS gateways" menu item.
You can use the "FIS gateways" menu item to view information on the FIS gateways and integrate a FIS gateway into SupplyCare.

1. In the Navigation window, click the **System administration** menu.
2. Click the **FIS gateways** menu item.
3. An overview of all the FIS gateways available is displayed in the Application window. This comprises all the FIS gateways that are assigned to a FIS contract. You can see which FIS gateways have already been incorporated into SupplyCare from the names in the **SupplyCare gateway name** column.

System administration >> FIS gateways

Action	SupplyCare gateway name	FIS gateway name	FIS ID	Unique ID	Order code	Channel
Insert		5705	5705	6C002E010A0	FXA520-AA1A	fxa520
Insert		5998	5998	12345678902	fxa320-AE2AA	fxa320
	FIS Gateway with fisId=6092	6092	6092	A70025010A0	FXA520-AA1A	fxa520
	FIS Gateway with fisId=6095	6095	6095	A70024010A0	FXA320-AA1AB	fxa320
	FIS Gateway with fisId=6252	6252	6252	470009010A0	FXA520-XE1A	fxa520
	FIS Gateway with fisId=4901		4901			
	FIS Gateway with fisId=2277		2277			
	FIS Gateway with fisId=2374		2374			

of 11

4. For information on integrating FIS gateways, see Page 164, Chapter 12.11.1.

Notice!

NOTICE Click the  button to export the **FIS gateways** table as an Excel file.

12.11.1 Integrating FIS gateways

You can integrate a FIS gateway into SupplyCare via the FIS Gateway Wizard.

1. In the Navigation window, click the **System administration** menu.
2. Click the **FIS gateways** menu item.
3. An overview of all the FIS gateways available is displayed in the Application window:

System administration >> FIS gateways

Action	SupplyCare gateway name	FIS gateway name	FIS ID	Unique ID	Order code	Channel
Insert		5705	5705	6C002E010A0	FXA520-AA1A	fxa520
Insert		5998	5998	12345678902	fxa320-AE2AA	fxa320
	FIS Gateway with fisId=6092	6092	6092	A70025010A0	FXA520-AA1A	fxa520
	FIS Gateway with fisId=6095	6095	6095	A70024010A0	FXA320-AA1AB	fxa320
	FIS Gateway with fisId=6252	6252	6252	470009010A0	FXA520-XE1A	fxa520
	FIS Gateway with fisId=4901		4901			
	FIS Gateway with fisId=2277		2277			
	FIS Gateway with fisId=2374		2374			

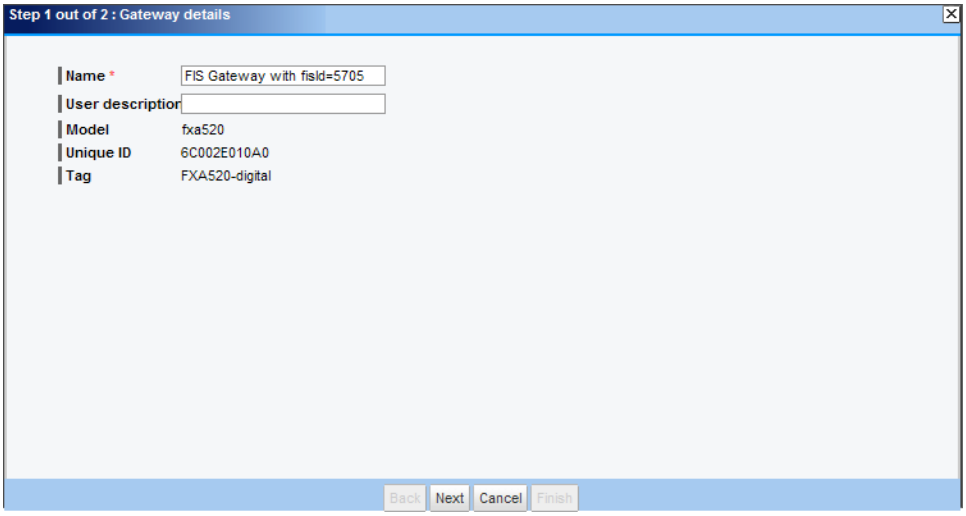
of 11

4. In the overview table, select the FIS gateway that you want to integrate into SupplyCare.
5. Click the Insert button.

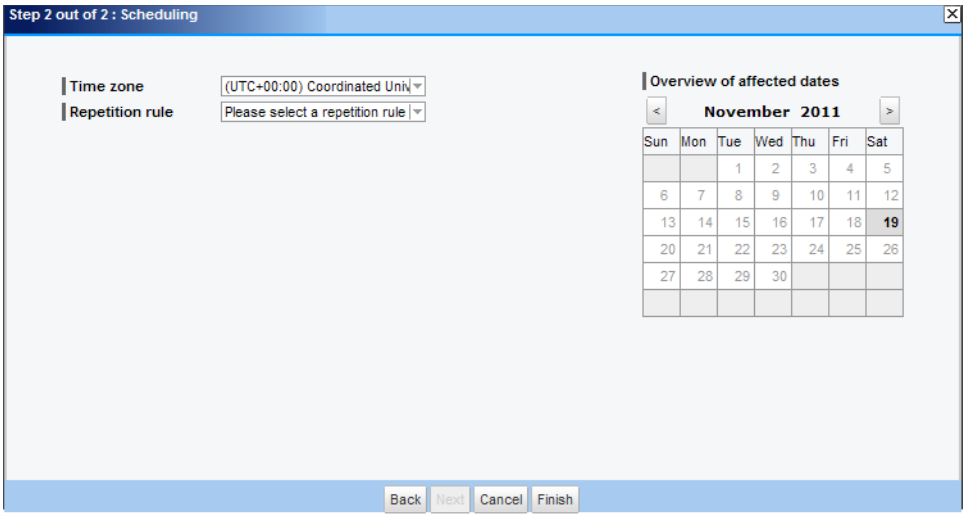
Notice!

NOTICE The **Insert** button is only enabled if the FIS gateway has not yet been integrated into SupplyCare.

6. The **Gateway details** dialog box appears:



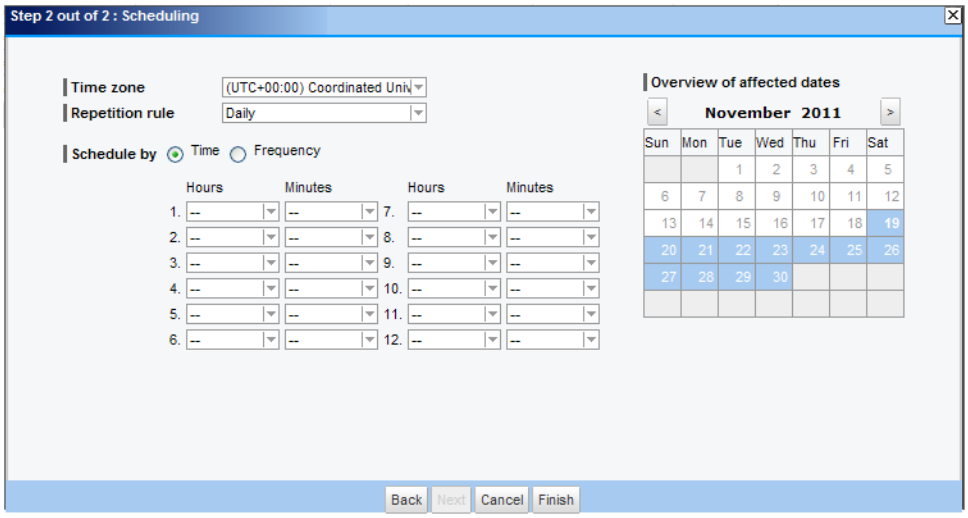
7. Enter the following data:
   – **Name** (obligatory): unique name
   – **User description:** description
8. Click the **Next** button.
9. The **Scheduling** dialog box is displayed:



10. Here, you can enter data on the scanning schedule such as:
    – **Enable scheduling:** the scheduling rule is enabled immediately as soon as the scanning schedule has been completed.
    – **Time zone**
    – **Repetition rule**: you can select a rule here.
      Daily: possible to schedule by time or frequency.
      Weekly on every...: possible to select the specific days and schedule by time or frequency.
    – **Schedule by:** select time or frequency.

    For the **Time** option, you can specify up to 12 times when scanning should take place. For the **Frequency** option, specify a time interval and a time frame when scanning should take place.

The days on which a scheduling rule is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.



11. Click the **Finish** button to incorporate the FIS gateway into SupplyCare.
12. The "Activate gateway" dialog box is displayed.
    - Click the **Yes** button to activate the gateway in SupplyCare. The FIS gateway is displayed in the overview table in the "Gateway configuration" menu item. The measuring points that are connected to the gateway are read into SupplyCare.
    - If you click the **No** button, the FIS gateway is incorporated into SupplyCare but is out of service.

12.11.2 "FIS gateways" overview table

Pressing the button in the table header in the overview opens a context menu. Via this context menu, you can show, hide and move table columns.

The following columns are available for the overview table:

Columns	Description
Action	Button via which you can incorporate a FIS gateway.
SupplyCare gateway name	Gateway name in SupplyCare. The name is only displayed if the FIS gateway has been incorporated into SupplyCare.
FIS gateway name	Name of the FIS gateway. The name is assigned when the FIS gateway is created.
FIS ID	ID of the FIS gateway. The FIS ID is only displayed if the FIS gateway has not been incorporated into SupplyCare.
Unique ID	Unique ID of the gateway. Once the FIS gateway has been incorporated into SupplyCare, it is assigned a unique ID. This unique ID is retained even if the gateway is later deleted from SupplyCare.
Order code	Order code of the gateway
Channel	Gateway type

12.12 Displaying and editing system alarms

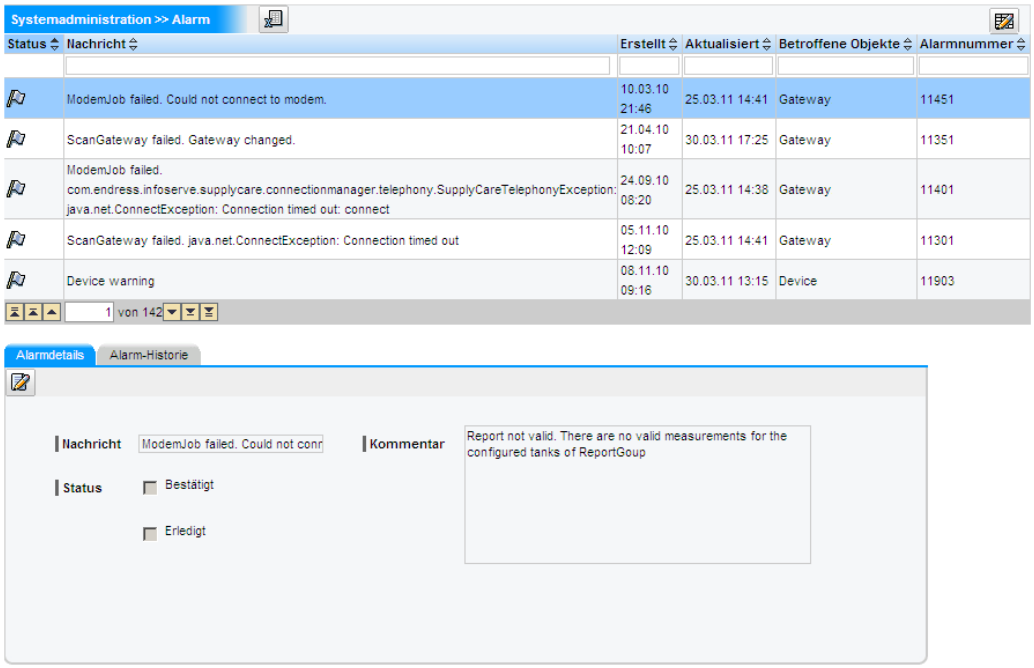
Alarm messages are generated at technical problems.

Notice!

NOTICE

- Only people whose user role is configured as **System administrator** or **Local system administrator** can process alarm messages.
- If the "Alarm by mail" field in the "User roles" tab in the "User" menu item has been enabled for a user, the alarm message is also sent to this user's e-mail address.

1. Click the **System administration** menu in the Navigation window.
2. Click the **Alarm** menu item.
3. The following is displayed in the Application window:



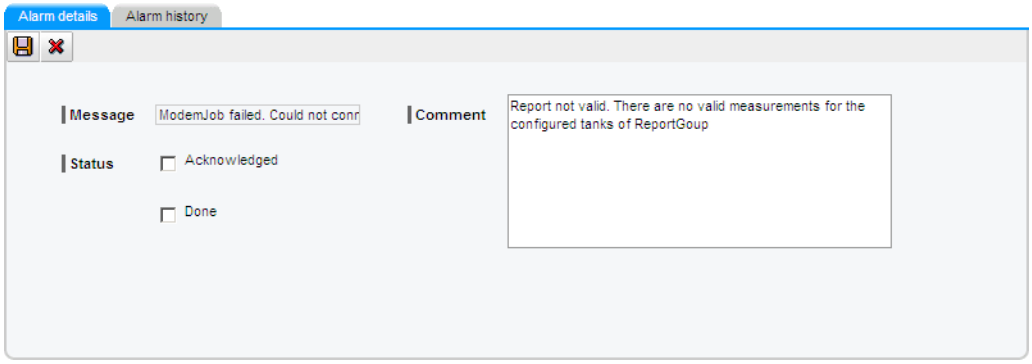
Notice!

NOTICE

- The  button in the table header opens a context menu. This context menu is used to show and hide the following columns in the overview: Status, Created date & time, Updated date & time, Items Affected, Priority, Comment and Category.
- The digits in the "Priority" column have the following meanings: 1 – Major / Critical, 2 – Warning and 3 – Information. Alarms with priority "1" can be automatically confirmed by the system.

4. In the lower section of the application window, select the **Alarm Details** tab.
5. Click the  button.

6. The tab is displayed in the edit mode.



7. You can now carry out the following:
   - **Acknowledged Status:** Acknowledge the alarm.
   - **Done Status**: set the alarm to the Done status.
   - **Comment**: add a comment.
8. Click to save your entries. Click to abort the process.
9. You can view the history for an alarm by means of the **Alarm history** tab. The time stamp, status, message, comment and the user who edited the alarm are displayed here.

12.12.1 Table of alarm messages

Message number	Alarm	Description	Measures
11101	Folder Scanner failed. <+ErrorMessage>	Unexpected error while executing the "FolderScanner" service.	For further information, see <ErrorMessage> information.
11102	Folder Scanner failed. Gateway not found: <+Message>	Error while executing the "FolderScanner" service. During a gateway query, the gateway data were not loaded correctly from the database.	Check whether the gateway exists in the application.
11103	Folder Scanner failed. Folder not found: <+Message>	Error while executing the "FolderScanner" service. The "New gateway" directory could not be found during the procedure.	Check the settings of the parameters (keys) "cm.newGateway.name" and "cm.newGateway.store" in the "System Properties" menu.
11151	Folder Scanner failed. Gateway changed.	Error while executing the "FolderScanner" service. The gateway has been replaced. The gateway type or the gateway unique ID have changed e.g. due to a device change.	Replace gateway. Reset gateway unique ID via GUI.
11152	Folder Scanner failed. Gateway Id is missing.	Error while executing the "FolderScanner" service. The gateway unique ID was not transmitted with the measured value.	
11153	Folder Scanner failed. Gateway tag is missing.	Error while executing the "FolderScanner" service. The gateway day was not transmitted with the measured value.	
11154	Folder Scanner failed. Invalid Source or XML.	Error while executing the "FolderScanner" service. The transmitted XML measured data are invalid or not correct.	
11156	Folder Scanner failed. Invalid date format.	Error while executing the "FolderScanner" service. An invalid date format was transmitted with the measured value.	
11157	Folder Scanner failed. Device Id is missing.	Error while executing the "FolderScanner" service. Gateway ID is missing / the gateway unique ID was not transmitted with the measured value.	
11201	ScanEmails failed. <+ErrorMessage>	Unexpected error while executing the "ScanEMails" service.	For further information, see <ErrorMessage> information.
11202	E-Mail Server not available	E-mail server is not available.	In the "E-mail connection (incoming)" menu, check if the e-mail server is set up correctly. Check the settings with an external e-mail client such as Outlook/Express or Thunderbird.
11301	ScanGateway failed. <+ErrorMessage>	Unexpected error while executing the "ScanGateway" service.	For further information, see <ErrorMessage> information.
11301	ErrorMessages OPC are not classified with other reason codes in the moment		
11301	Configuration file contains an invalid OPC item	At least one OPC item found in the OPC configuration file that is not existing on the OPC server	Modify the OPC connection configuration file
11301	OPC Endpoint…returned an invalid response	The OPC XML DA Server has sent an invalid SOAP message.	Check the OPC XML DA server.
11301	OPC Endpoint…returned OPC Errors	OPC server has returned an error.	Ignoring OPC errors can be set in the OPC configuration file (<propertykey="ignoreOPCErrors"> false</property>). Remove this entry if you want to ignore OPC errors or fix the OPC problem.

Message number	Alarm	Description	Measures
11351	ScanGateway failed. Gateway changed.	Error while executing the "ScanGateway" service. The gateway has been replaced. The gateway type or the gateway unique ID have changed e.g. due to a device change.	Replace gateway. Reset gateway unique ID via GUI.
11352	ScanGateway failed. Gateway Id is missing.	Error while executing the "ScanGateway" service. The gateway unique ID was not transmitted with the measured value.	
11353	ScanGateway failed. Gateway tag is missing.	Error while executing the "ScanGateway" service. The gateway day was not transmitted with the measured value.	
11354	ScanGateway failed. Invalid Source or XML.	Error while executing the "ScanGateway" service. The transmitted XML measured data are invalid or not correct.	
11355	ScanGateway failed. No valid OPC configuration file for the current gateway found.	Error while executing the "ScanGateway" service. No valid OPC configuration file for the current Gateway found.	Check the settings in the gateway configuration.
11356	ScanGateway failed. Invalid date format.	Error while executing the "ScanGateway" service. An invalid date format was transmitted with the measured value.	
11357	ScanGateway failed. Device Id is missing.	Error while executing the "ScanGateway" service. Gateway ID is missing, or the gateway unique ID was not transmitted with the measured value.	
11358	Contract	ScanGateway failed. FIS fis.url system property not set.	The system property "fis.url" was not set correctly.
11359	Contract	ScanGateway failed. FIS-ID missing in gateway configuration.	The FIS-ID has not been enabled in the gateway configuration/communication.
11360	Contract	ScanGateway failed. FIS-Error 400: Request was not valid.	Invalid request format. FIS could not run a request.
11361	Contract	ScanGateway failed. FIS-Error 401: User not authenticated.	The user could not be authenticated for the following reasons: the user has not been created, incorrect user name or password.
11362	Contract	ScanGateway failed. FIS-Error 403: User not authorized.	The specified user does not have authorization for a request.
11363	Contract	ScanGateway failed. FIS-Error 404: Gateway not found in FIS.	The gateway was not found in FIS.
11364	Contract	ScanGateway failed. FIS-Error 204: No (new) measurements found.	No (new) measured values were found for the gateway.
11365	Contract	ScanGateway failed. FIS fis.default.user system property not set.	The "fis.default.user" system property was not specified correctly.
11366	Contract	ScanGateway failed. FIS fis.default.password system property not set.	The "fis.default.password" system property was not specified correctly.
11401	ModemJob failed. <+ErrorMessage>	Unexpected error while executing the "Modem" service.	For further information, see <ErrorMessage> information.
11451	ModemJob failed. Could not connect to modem.	Connection could not be made with modem.	Check modem/gateway connection.
11501	QueueHandler failed. <+ErrorMessage>	Unexpected error while executing the "QueueHandler" service.	For further information, see the <ErrorMessage> information.
11601	AccountingReport failed. <+ErrorMessage>	Unexpected error while executing the "AccountingReport" service.	For further information, see <ErrorMessage> information.

Message number	Alarm	Description	Measures
11701	Check number of e-mails failed. <+ErrorMessage>	Unexpected error while executing the "Check number of e-mails" service.	For further information, see <ErrorMessage> information.
11702	Too few measurements.	While executing the "Check number of e-mails" service, the following missing gateway scans were identified.	For further information, see the comment in the alarm message.
11703	Too many measurements.	While executing the "Check number of e-mails" service, too many gateway scans were identified.	For further information, see the comment in the alarm message.
11801	Check expected gateway scan failed. <+ErrorMessage>	Unexpected error while executing the "CheckExpectedGatewayScan" service.	For further information, see <ErrorMessage> information.
11802	Gateway scan missing.	While executing the "heckExpectedGatewayScan" service, missing gateway retrievals were identified.	Check Log-File.
11901	Check Gateway, Device, Measurepoint state failed. <+ErrorMessage>	Unexpected error while executing the "GatewayDeviceMPState" service.	For further information, see <ErrorMessage> information.
11902	Gateway <status (error|warning)>	While executing the "CheckGatewayDeviceMeasurepointState" service, a gateway with the status "nicht in Ordnung" was found.	Eliminate gateway error.
11903	Device <status (error|warning)	While executing the "CheckGatewayDeviceMeasurepointState" service, a device with the status "nicht in Ordnung" was found.	Eliminate device error.
11904	Measurepoint <status (error|warning)>	While executing the "CheckGatewayDeviceMeasurepointState" service, a measuring point with the status "nicht in Ordnung" was found.	Eliminate measuring point error.
12001	Check Tanks failed. <+ErrorMessage>	Unexpected error while executing the "CheckTanks" service.	For further information, see <ErrorMessage> information.
12201	GarbageCollector failed. <+ErrorMessage>	Unexpected error while executing the "GarbageCollector" service.	For further information, see <ErrorMessage> information.
12301	ReportGenerator failed. <+ErrorMessage>	Unexpected error while executing the "ReportGenerator" service.	For further information, see <ErrorMessage> information.
12401	Resubmission Job failed. <+ErrorMessage>	Unexpected error while executing the "Resubmission" service.	For further information, see <ErrorMessage> information.
12501	Forecast calculation Job failed. <+ErrorMessage>	Unexpected error while executing the "Forecast calculation" service.	For further information, see <ErrorMessage> information.
12601	Replenishment event Job failed. <+ErrorMessage>	Unexpected error while executing the "Replenishment event" service.	For further information, see <ErrorMessage> information.
20101	Unable to send an E-Mail.	E-mails are not being sent correctly.	In the "E-mail connection (outgoing)" menu, check if the e-mail server is set up correctly. Check the settings with an external e-mail client such as Outlook/Express. For further information, see the "sce-mail.log" logfile.

12.13 E-mail error messages

In specific cases, e-mail error messages are sent to the administration e-mail address that has been entered in the **Admin e-mail** field ("System administration" menu, "E-mail connection" menu item, "Outgoing" tab).

Content of error message	Description
Wrong gateway type	The gateway type that has been specified in the menu "System administration", menu item "Gateway configuration", tab "Gateway details", field "Type" does not correspond to the gateway type specified in the gateway e-mail.
Unique ID in e-mail is missing	The e-mail does not contain a unique gateway ID.
Mail too large	The e-mail exceeds the size in kilobytes specified in the menu "System administration", menu item "System properties", tab "System properties", key "cm.mail.max.size.KB", field "Value".
Invalid mail structure	The e-mail structure cannot be interpreted by SupplyCare.

12.14 Faulty measured data

In the "Workplace – Tank" menu, the status of the tanks and the aggregated tanks is displayed. In addition to the statuses "OK" (green), "Plan point reached" (yellow)", "Ship point reached" (orange), "Safety stock reached" (red), "Out of service", there is also the status "Bad measurements" (see Page 20).

The following events result in the "Bad measurements" status:
- No main measuring value (primary value) is assigned to the measuring point.
- The time stamp of the measured value is older than the last retrieval by the "Gateway scheduler" service.
- Too many e-mails have arrived.
- Too few e-mails have arrived.
- The XML tag "vstslvl" shows the error levels 1 (warning) or 2 (error).
  XML is the abbreviation for "Extensible Markup Language". XML is a markup language used to display hierarchically structured data in the form of text data. XML is used among other things for the platform- and implementation-independent exchange of data between computer systems.

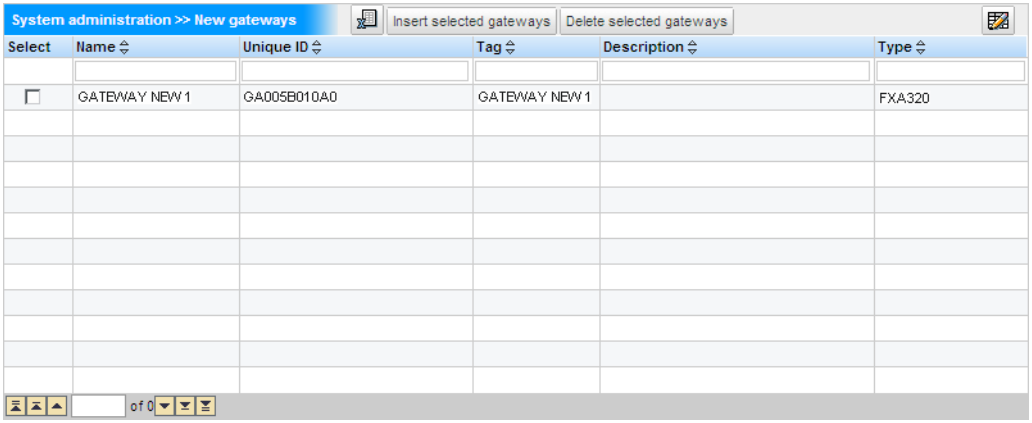
12.15 Creating new gateways – for communication via e-mail

In the "New gateways" table, all gateways are listed that have sent an e-mail to SupplyCare and whose "Unique ID" is not yet known to SupplyCare. This list enables you to transfer the listed gateways to the system. As soon as you have accepted a gateway, it is deleted from the "New gateways" table. You configure the gateway via the "Gateway configuration" menu item.

Notice!

NOTICE
- Only people whose user role is configured as **System administrator** can view the **New gateways** menu item and include gateways.
- This menu item is not available to users whose user role is configured as **Local system administrator**. However, local system administrators can create, configure and replace gateways via the "Gateway configuration" menu item (see Page 146).
- For e-mail server querying to take place, the "Enabled" check box must be enabled under the "E-mail connection, incoming" menu item. The e-mail server is queried at regular intervals (in minutes).

1. In the Navigation window, click the **System administration** menu.
2. Click the **New gateways** menu item.
3. The following is displayed in the Application window:



4. A table with the following columns is displayed in the upper section of the Application window:
   – **Name:** is assigned automatically in the application.
   – **Unique ID:** e.g. serial number of the gateway.
   – **Tag:** is assigned automatically in the application.
   – **Description:** e.g. location.
   – **Type:** type of gateway.

Notice!

NOTICE

- The name can be either a "Unique ID", a "tag" or a combination of both. People whose user role is configured as "System administrator" can make the settings for this in the "System settings" menu item, "System properties" tab (cm.newGateway.name parameter, see Page 125).
- Open the context menu in the table header via the button. This context menu allows you to display and hide the following additional columns in the Application window and generally change the order of the columns:
  Number: Indicates the number of e-mails which have been sent by a gateway to SupplyCare since the first e-mail was received.
  Time stamp (received): Contains the time stamp of the last e-mail received by SupplyCare, with the time converted to the time zone which was selected in the "Profile" menu, "User preferences" menu item, "Time zone" field.
  Time stamp (XML): Contains the time stamp that was included in the XML of the last e-mail received by SupplyCare, with the time converted to the time zone which was selected in the "Profile" menu, "User preferences" menu item, "Time zone" field.

5. In the **Selection** column, enable the check box for the gateway that you wish to include in the **Gateway configuration** menu item.
6. Click the button **Include all selected gateways**, to include these in the **Gateway configuration** menu item.

Notice!

NOTICE

Using the **Delete selected gateways** button, you can delete from the list the gateways selected in the **Selection** column.

12.16 Writing and sending messages (messaging)

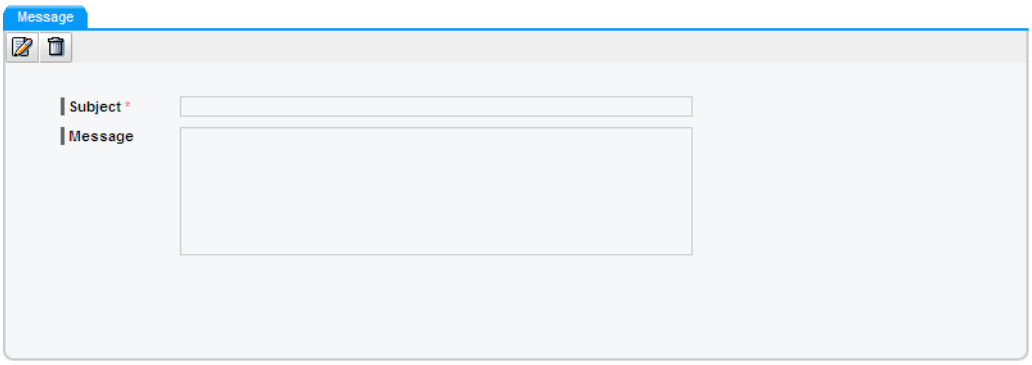
Notice!

NOTICE

Only people whose user role is configured as **Technical system administrator** or **Local system administrator** can write and send notification messages.

Users with the "Technical system administrator" or "Local system administrator" user role can send to all SupplyCare users a message. A message from the system administrator is displayed the next time the user logs on.

1. Click the **System administration** menu in the Navigation window.
2. Click the **Messages** menu item.
3. The following view is displayed in the Application window:



4. Click the button.
5. The tab is displayed in the edit mode.
6. Fill in the following fields:
   - Subject (obligatory)
   - Message.
7. Click to send the e-mail. Click to abort the process.

13 Maintaining a profile

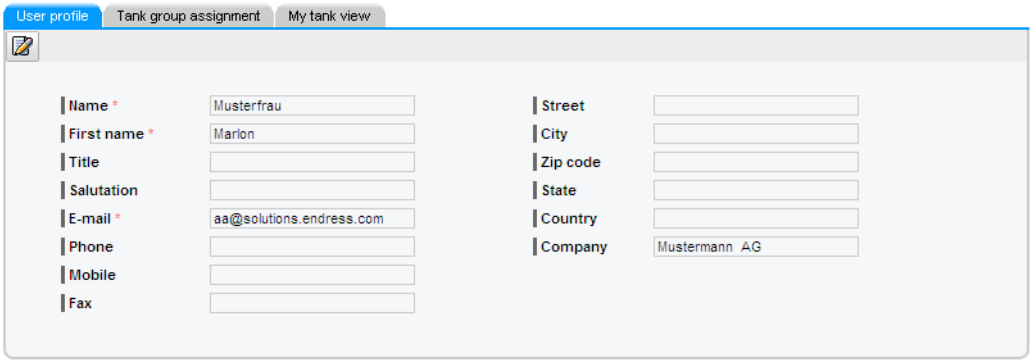
13.1 Maintaining a user profile

Notice!

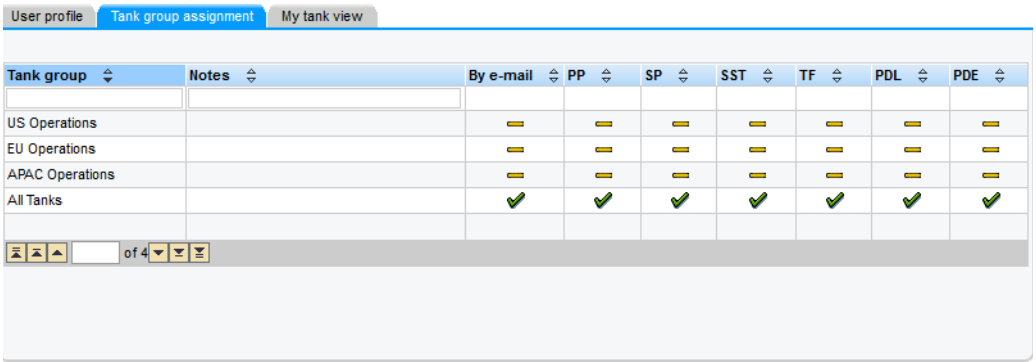
NOTICE

Each person has the possibility to change his/her user profile.

1. Click the **Profile** menu in the Navigation window.
2. Click the **User profile** menu item.
3. Select the **User profile** tab.
4. The following is an example of what is displayed in the Application window:



5. Click the  button.
6. The tab is displayed in the edit mode.
7. Make your changes. You can change the fields with a white background, e.g. "Name" and "E-mail address".
8. Click  to save your changes. Click  to abort the process.
9. The **Tank group assignment** tab shows you what tank groups you are assigned to.

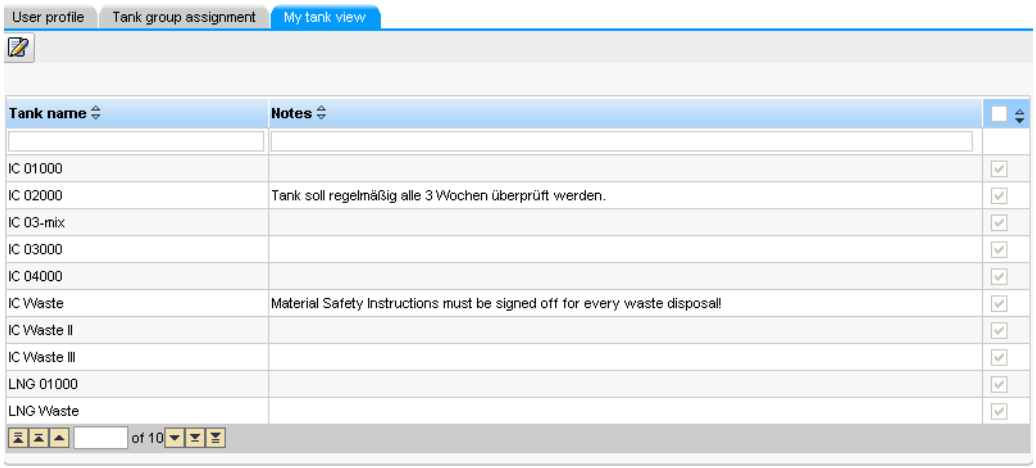


Notice!

NOTICE

The tank group assignment can only be changed by people with **Master data** user role in the "Tank groups" menu item.

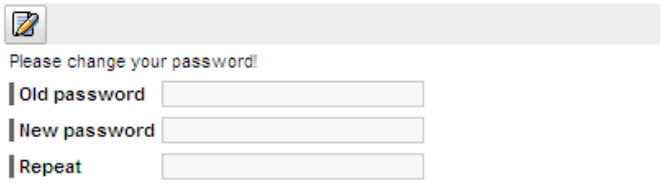
10. The **My tank view** tab shows all the tanks and aggregated tanks which you can access via the assigned tank groups.



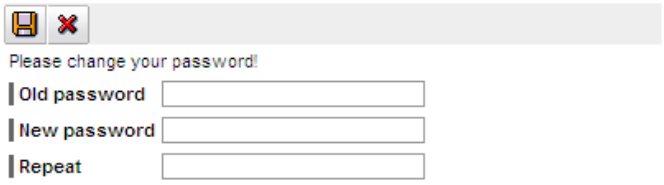
11. Click the button.
12. The tab is displayed in the edit mode.
13. Enable the check boxes of the tanks that should be shown in the **My tank view** workplace.
14. Click to save your changes. Click to abort the process.

13.2 Changing a password

1. Click the **Profile** menu in the Navigation window.
2. Click the **User profile** menu item.
3. Select the **User profile** tab.
4. Click the **Change password** field.
5. The following is displayed:



6. Click the button.
7. The Change password form appears in the edit mode:



8. Enter your existing password and your new password. Reconfirm your new password.
9. Click to save your changes. Click to abort the process.

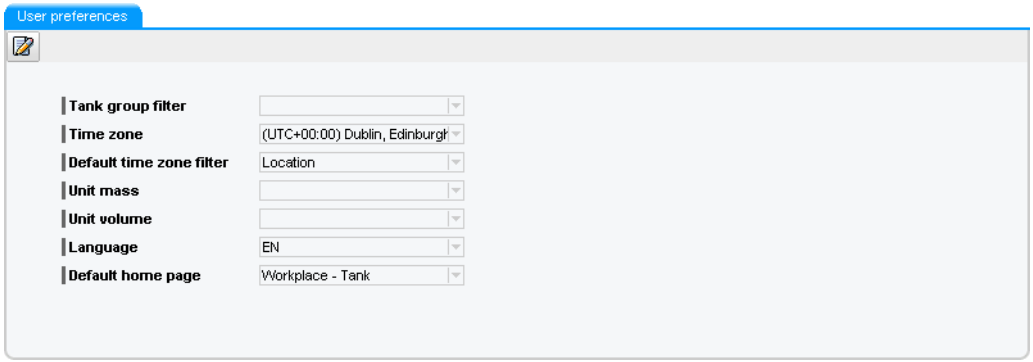
13.3 Selecting and changing user preferences

Notice!

NOTICE

Only people with **Read only, Scheduler** or **Operator** configured as their user role can change the user preferences.

1. Click the **Profile menu** in the Navigation window.
2. Click the **User preferences** menu item.



3. Click the  button.
4. The tab is displayed in the edit mode.
5. Here, you can select or change an option for the "Tank group filter", "Time zone", "Default time zone filter", "Default time zone filter", "Unit mass", "Unit volume", "Language" and "Default home page" fields.
6. Click  to save your changes. Click  to abort the process.

13.3.1 Description of the filters (fields)

"Tank group filter" filter

The tank group selected here is displayed after login in the "Workplace – Tank" menu.

"Time zone" filter

The time zone selected here is used in the following areas of the program:

Menu	Description
Workplace – Tank	■ "Notes and files" tab ■ "Event details" tab
Workplace – My tank view	■ My tank view ■ "Notes and files" tab ■ "Event details" tab
Workplace – Event	■ "Event" table ■ "Event details" tab ■ "Event history" tab
Configuration – Tank	■ "Tank notes" tab
Configuration – Aggregate tank	■ "Tank notes" tab
Configuration – Location	■ "Location notes" tab

"Default time zone" filter

The time zone filter selected here is displayed in the "Time zone" picklist in the "Tank", "My tank view", "Event" and "Scheduling" workplaces. You can select the following values:

- **Empty**: the "Location" value is displayed in the "Tank", "My tank view" and "Scheduling" workplaces. "User preference" is displayed in the "Event" workplace.
- **Location**: the "Location" value is displayed.
- **User preference**: the selected time zone is displayed. The value "UTC+00:00" is displayed if the time zone is empty.

- **UTC**: the value "UTC+00:00" is displayed. UTC is short for "Universal Time Coordinated".

"Unit mass" filter

The unit mass selected here is used in the following areas of the program if "Mass" is selected for the tank unit.

Menu	Description
Workplace – Tank	■ "Tank" table ■ "Inventory chart" tab ■ "Tank details" tab ■ "Event details" tab ■ "Download history" tab
Workplace – My tank view	■ "My tank view" table ■ "Inventory chart" tab ■ "Tank details" tab ■ "Event details" tab ■ "Download history" tab
Workplace – Event	■ "Event details" tab ■ "Inventory chart" tab ■ "Tank details" tab, "Unit" field.
Workplace – Scheduling	■ "Planning" table ■ "Plan delivery/disposal" tab ■ "Planned delivery/disposal" tab ■ "Overview" tab
Workplace – Analysis	■ "Analysis" table ■ "KPIs" tab ■ "Outflow/Inflow" tab ■ "Chart hourly" tab ■ "Chart daily" tab

"Unit volume" filter

The unit volume selected here is used in the following areas of the program if "Volume" is selected for the tank unit.

Menu	Description
Workplace – Tank	■ "Tank" table ■ "Inventory chart" tab ■ "Tank details" tab ■ "Event details" tab ■ "Download history" tab
Workplace – My tank view	■ "My tank view" table ■ "Inventory chart" tab ■ "Tank details" tab ■ "Event details" tab ■ "Download history" tab
Workplace – Event	■ "Event details" tab ■ "Inventory chart" tab ■ "Tank details" tab, "Unit" field
Workplace – Scheduling	■ "Planning" table ■ "Plan delivery/disposal" tab ■ "Planned delivery/disposal" tab ■ "Overview" tab
Workplace – Analysis	■ "Analysis" table ■ "KPIs" tab ■ "Outflow/Inflow" tab ■ "Chart hourly" tab ■ "Chart daily" tab

"Language" filter

The language selected here is used as the language for event and limit notifications.

"Default home page" filter The default home page selected here is displayed in the application window following successful login. If a splash screen image is used in the application window, the default home page is displayed once the user clicks "Next".

14 Viewing the gateway report (Cockpit)

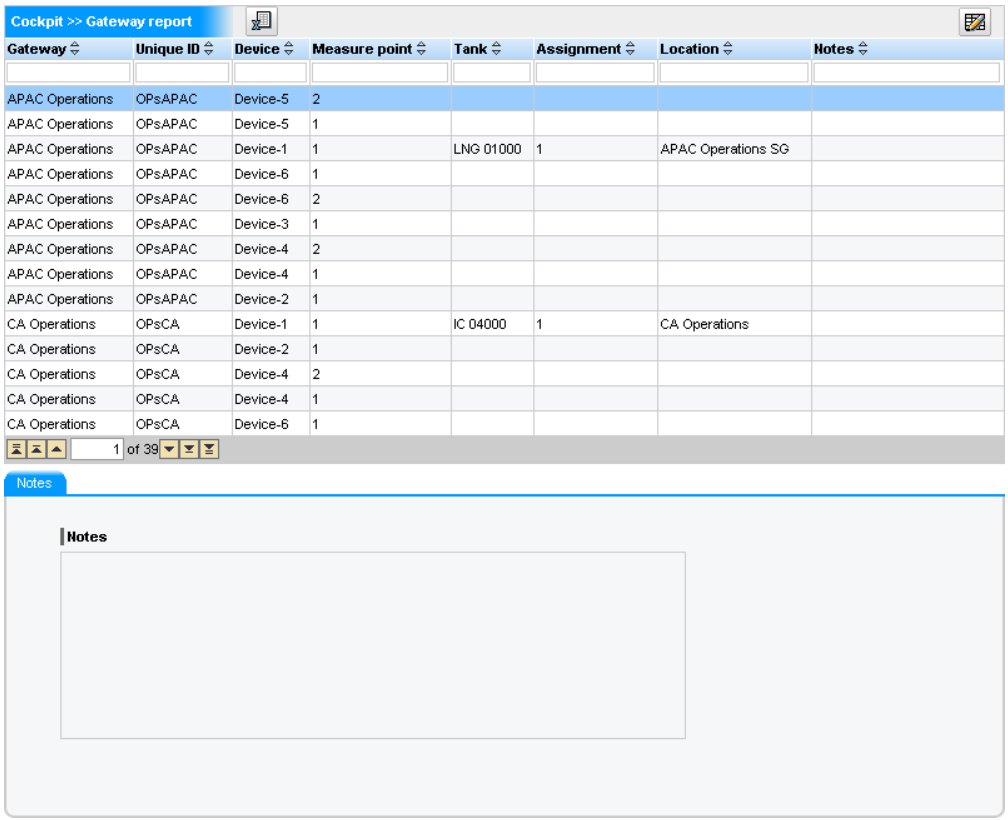
Notice!

NOTICE

The **Cockpit** menu item is available to users whose user role is configured as **Local system administrator** or **System administrator**.

This item displays all the gateways for which you have access authorization.

1. In the Navigation window, click the **Cockpit** menu.
2. Click the **Gateway report** menu item.
3. The following view is displayed in the Application window:



4. The following data are displayed for every gateway:
   - **Gateway:** name of the gateway
   - **Unique ID**: gateway unique ID
   - **Device:** name of the device that is assigned to the gateway
   - **Measure point:** name of the measuring point which is connected to the gateway
   - **Tank**: name of the tank which is connected to the measuring point.
   - **Assignment:** assignment of the measured value. "1" for the primary value; "2", "3", "4", "5", "6", "7", "8" and "9" for secondary values; "empty" if the measuring point is not assigned to any tank.
   - **Location:** location of the tank (if available)
   - **Notes**: empty or "x" if notes are available
   - **Gateway access:** communication version of the gateway.
   - **Aggregated tank:** displays the tank name of the aggregated tank if the tank is assigned to an aggregated tank.
5. Click the  button to export the table as an Excel file.
6. Click the  button to make notes on a tank.

Notice!

NOTICE

Notes are assigned to the tank. Notes can only be made if a tank is assigned to the gateway.

15 OPC Connection

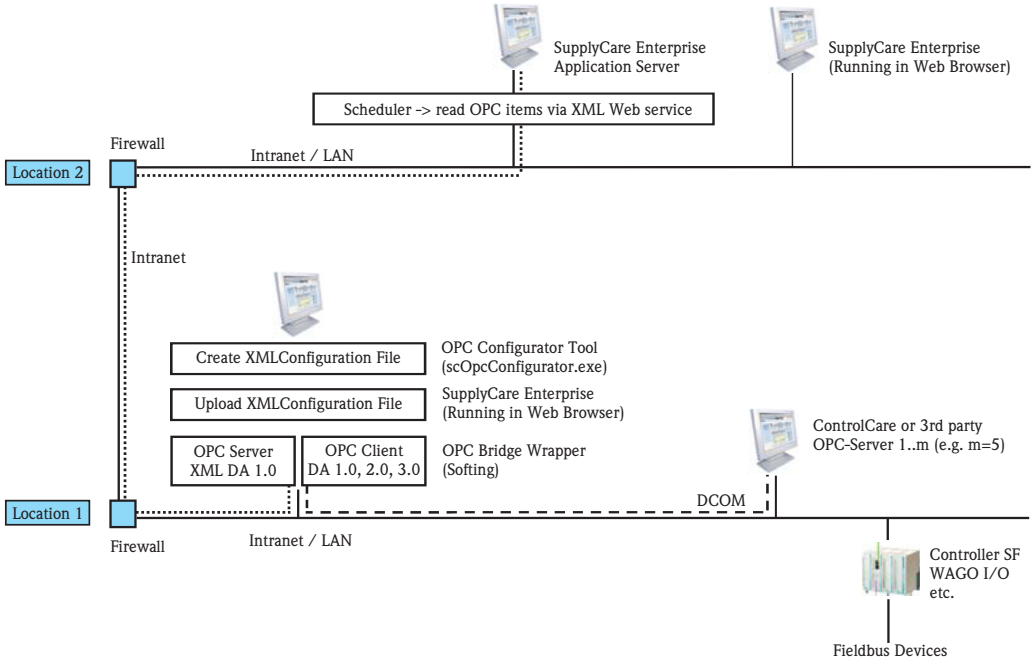
The OPC Bridge (Wrapper) connects SupplyCare Enterprise SCE30B via OPC DA 1.0, 2.0 or 3.0 with the OPC Server.

The installation of the OPC bridge is described in the "Getting Started" BA00054S.

Notice!

NOTICE Please note that the OPC Bridge requires a license. The trial version is fully functional with a limited time period. For continuous use beyond that period, a license is required and shall be ordered from Endress+Hauser. Please contact your Endress+Hauser local Sales office in order to purchase the OPC option. You will then receive an electronic Key.

Please follow the next steps in order to configure the OPC Bridge.



The **OPC Configurator Tool** generates an **XML Configuration File** which can be uploaded via the **Gateway configuration** menu in the **SupplyCare Enterprise** software. SupplyCare Enterprise SCE30B is a web operating program and need not to be installed again.

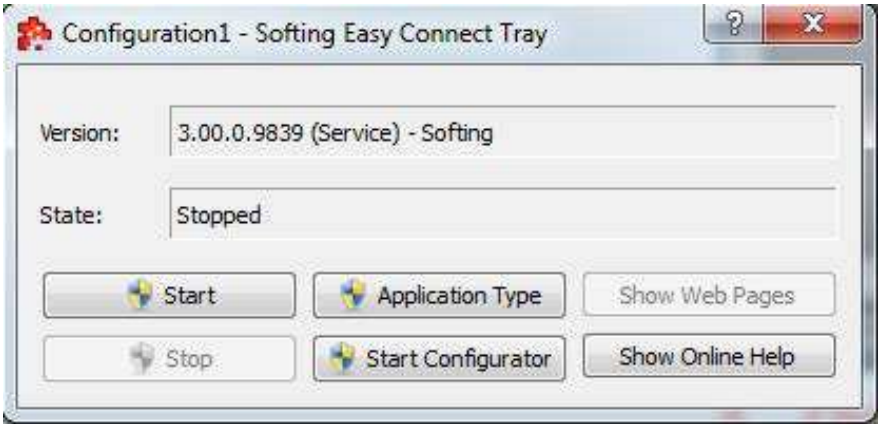
The **XML Configuration File** includes amongst other items the list of the used OPC connections strings. After uploading the **XML Configuration File**, SupplyCare Enterprise can access to the measure points (tank level measured values) provided by the OPC Server through the **OPC Bridge (Wrapper)**. The measuring points are provided by the OPC server.

15.1 Configuring the OPC Bridge (Wrapper)

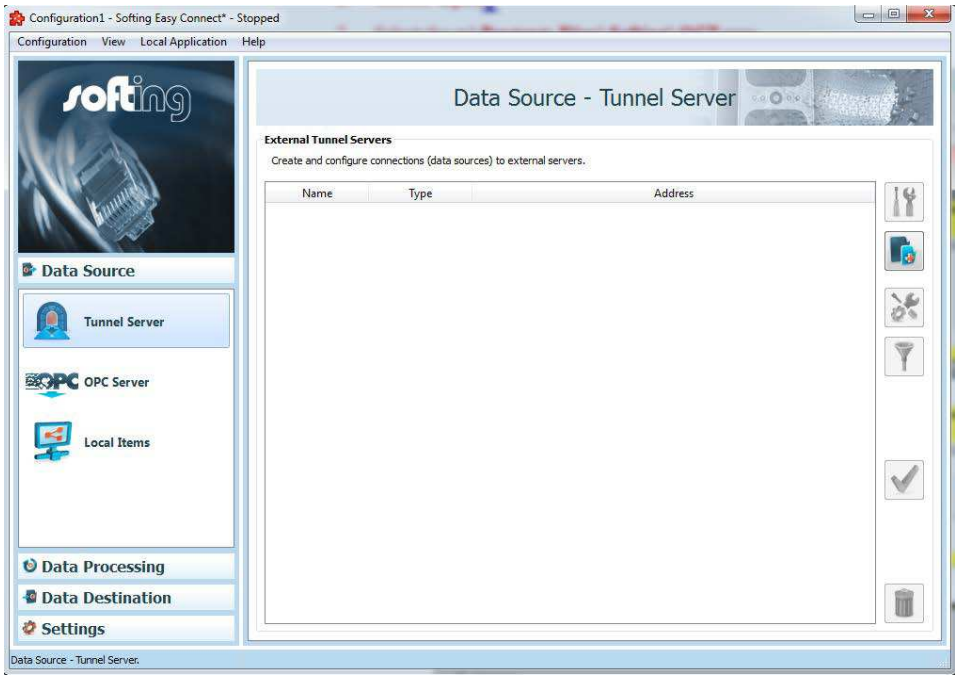
1. Click the **Softing OPC Easy Connect** icon in the taskbar using the right mouse button.



2. Choose **Open Softing Easy Connect - Configuration1 Tray**.
3. Push the **Start Configurator** Button.



4. The following Window is displayed:

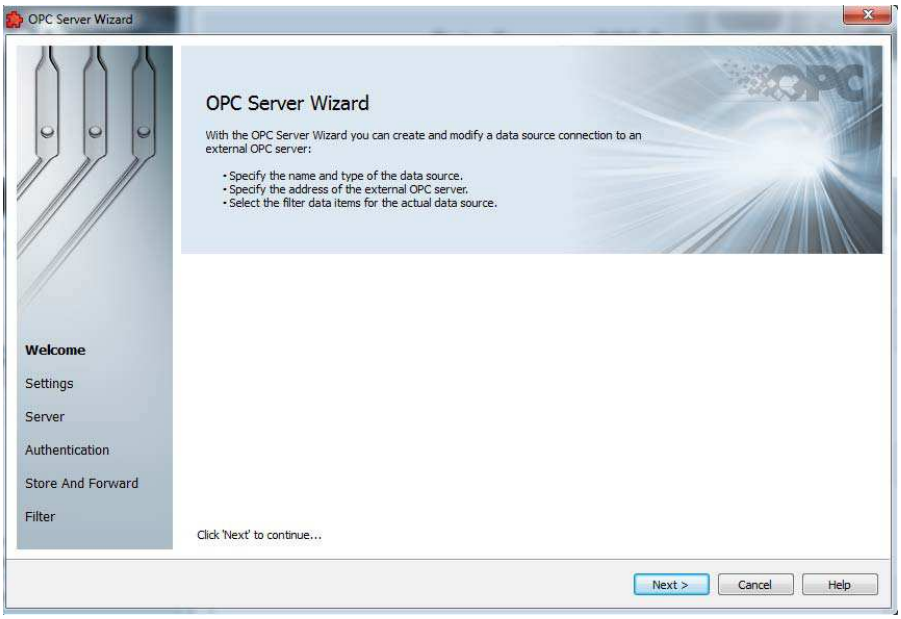


5. Add a new data source by selecting **OPC Server**.

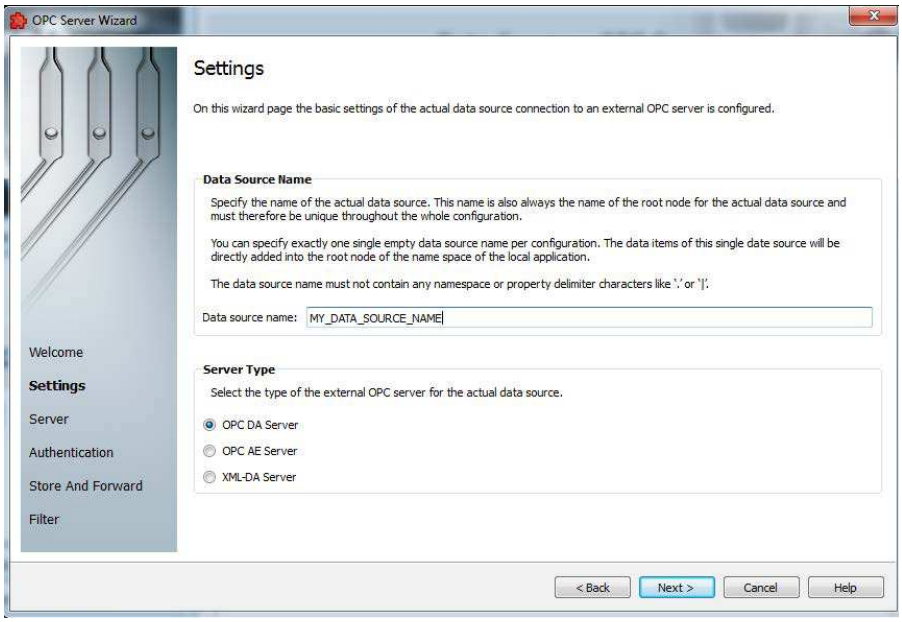


6. Select the following icon on the right hand side: 

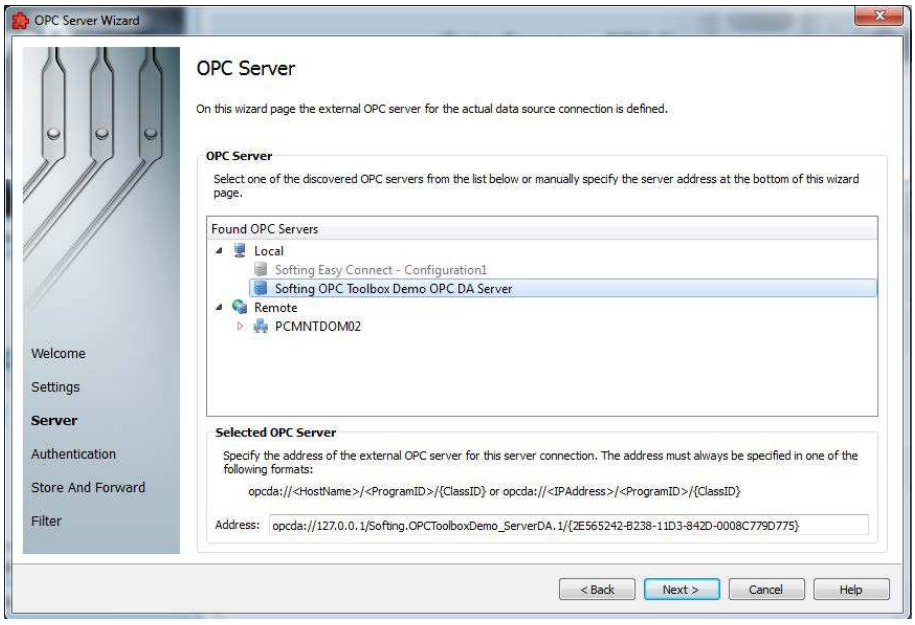
7. The wizard guides you through the setup. Click **Next**.



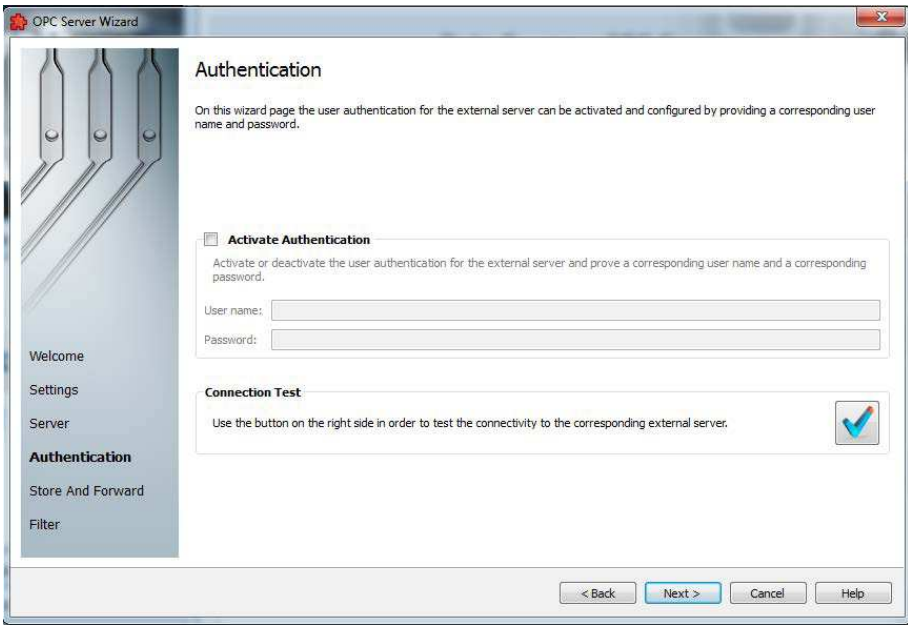
8. Enter a name for the data source. Be sure that the correct options are selected (see figure). Then click **Next**.



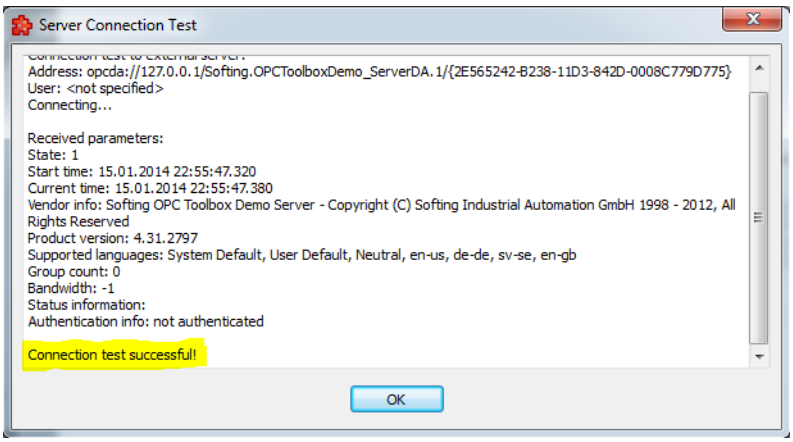
9. Select the **OPC Server** from the list.



10. On the next page you can test the connection to the OPC Server.

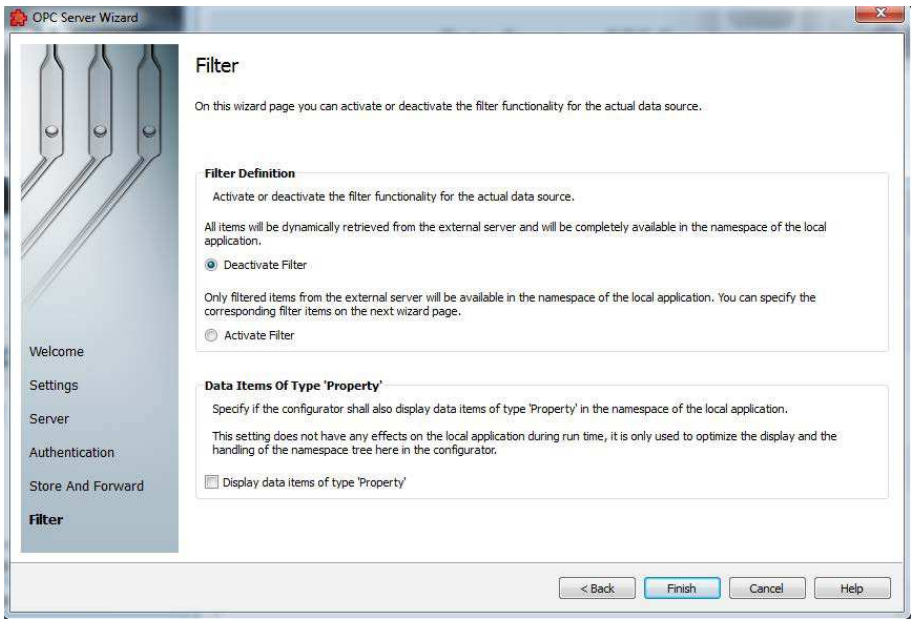


11. If everything went right the next window with the message **Connection test successful!** shall come up. Click **OK**.

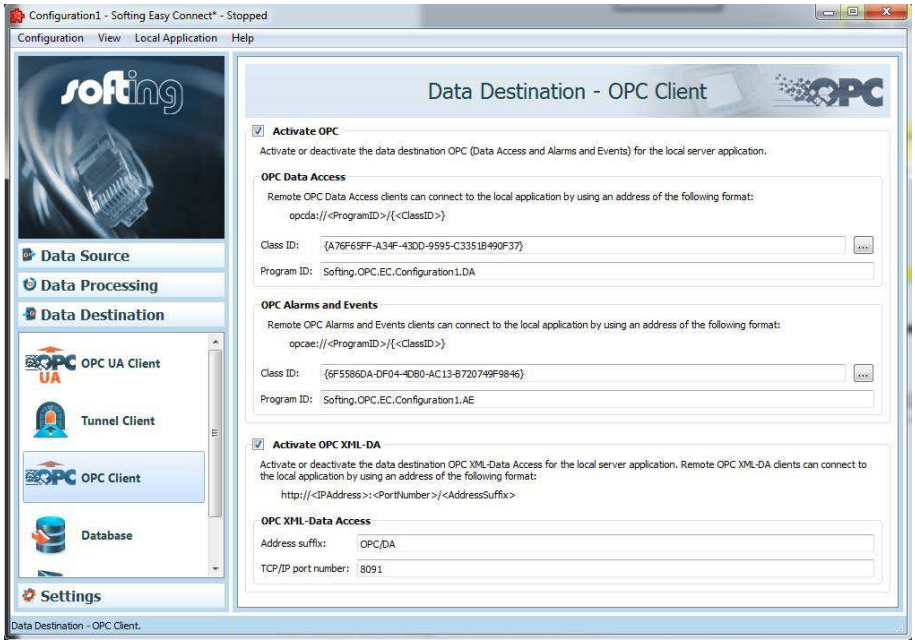


12. A forward client is not needed so just click on **Next**.

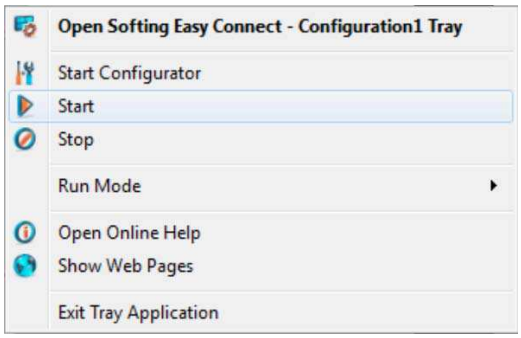
13. A filter is not needed. Only the configured items of the Modbus OPC Server are available. Click **Finish**.



14. The settings for the OPC XML-DA connection are displayed at Data Destination-OPC Client. These settings will be needed for the configuration in SupplyCare later:



15. Close the Configurator and save the project when promted to do so. Then right mouse click on the system tray icon and hit the **Start** option.



16. The icon in the tray shall be now in green:



Notice!

NOTICE With some OPC Servers it may be reasonable that the OPC Bridge must start with a time delay. We recommend to use the Freeware **Startup Delayer** in this case.

17. Install and set up the program **Startup Delayer**, if applicable (see Page 187).
18. Restart the PC.
19. Make sure that the **OPC Connection** is running after the application is started.

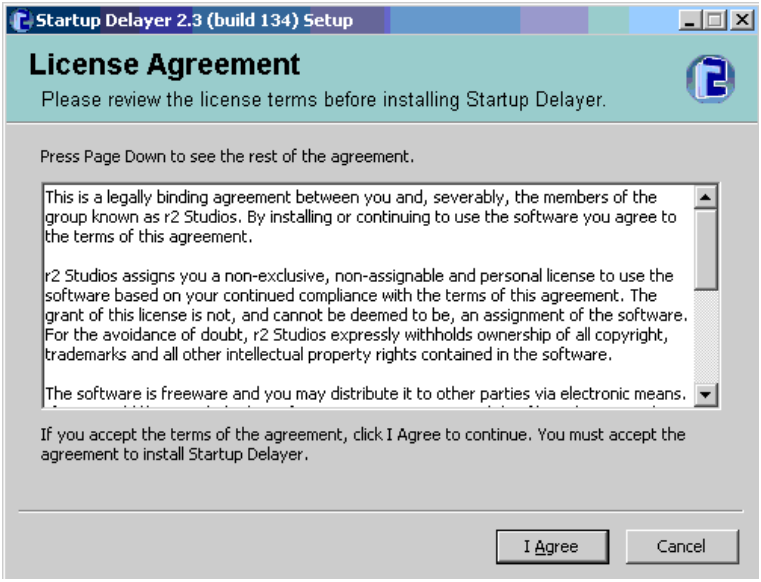
15.2 Installing and configuring the Startup Delayer program

Notice!

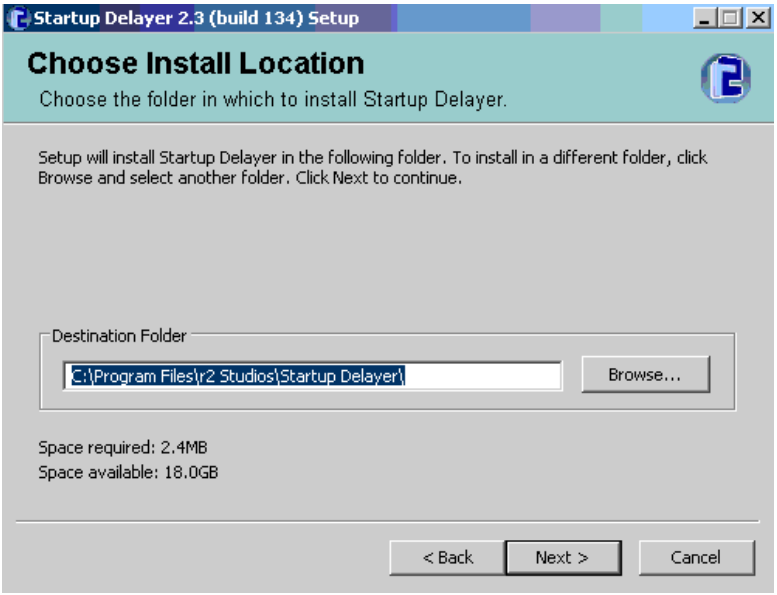
NOTICE

With some OPC Servers it may be reasonable that the OPC Bridge must start with a time delay. We recommend to use the Freeware **Startup Delayer** in this case.

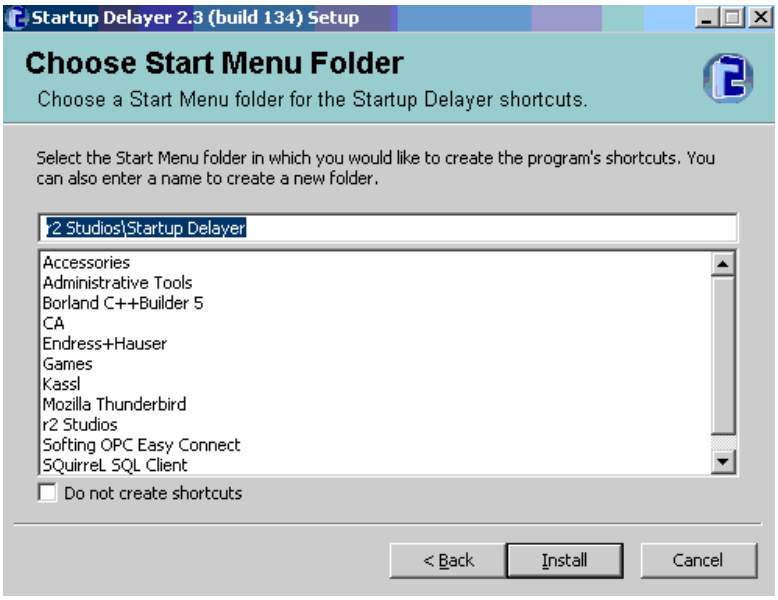
1. The file **startdelay_v2.3b134.exe** can be found in the directory **opcBridge** on the Installation-CD.
2. Start the installation procedure with a double click on file **startdelay_v2.3b134.exe**.
3. Click the **I Agree** button for the acceptance of the licence terms.

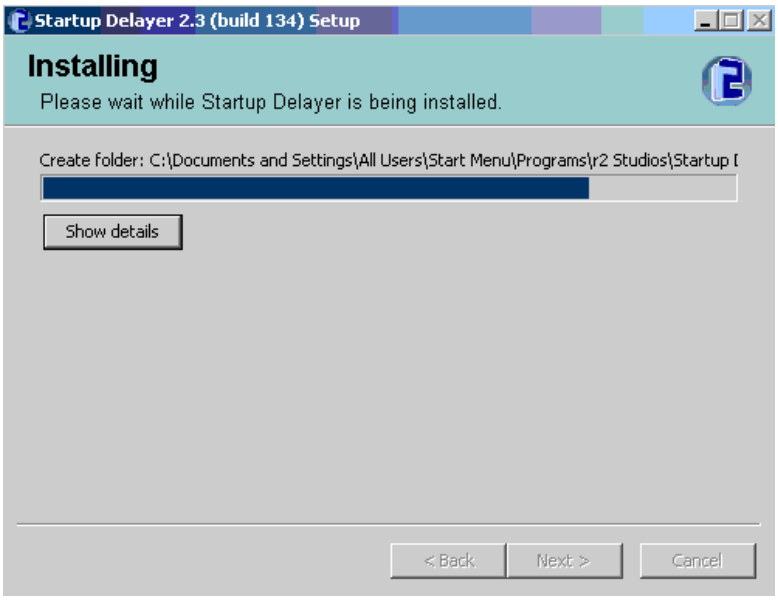


4. Click **Next**.

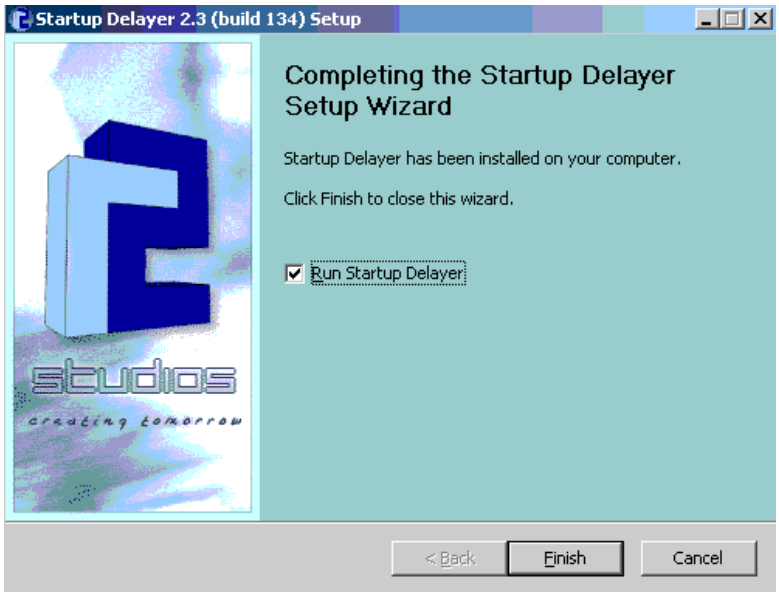


5. Click the **Install** button.

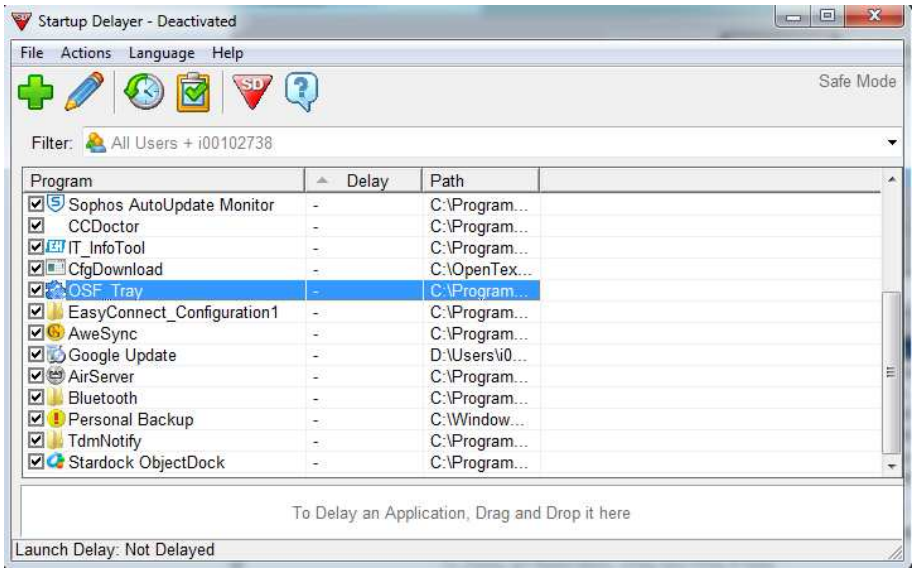




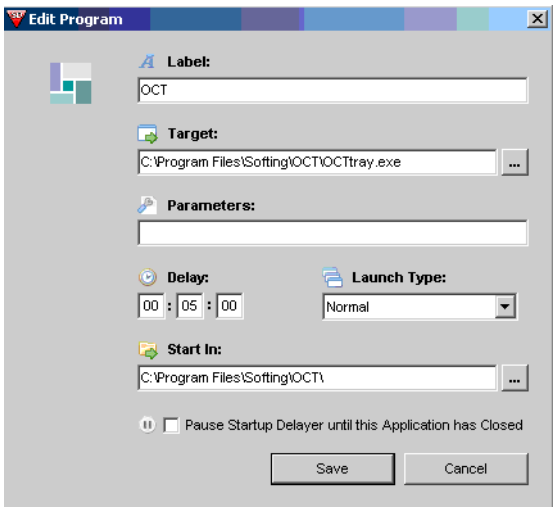
6. Click the **Finish** button.



7. Select the **OSF_Tray** row with a double click.



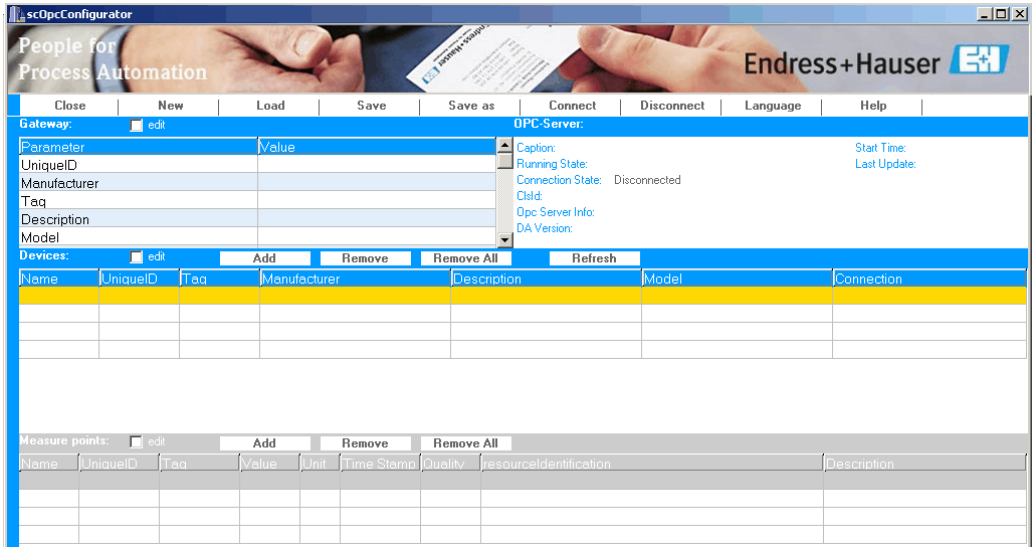
8. Enter for **Delay** a delay value e.g. 5 minutes.



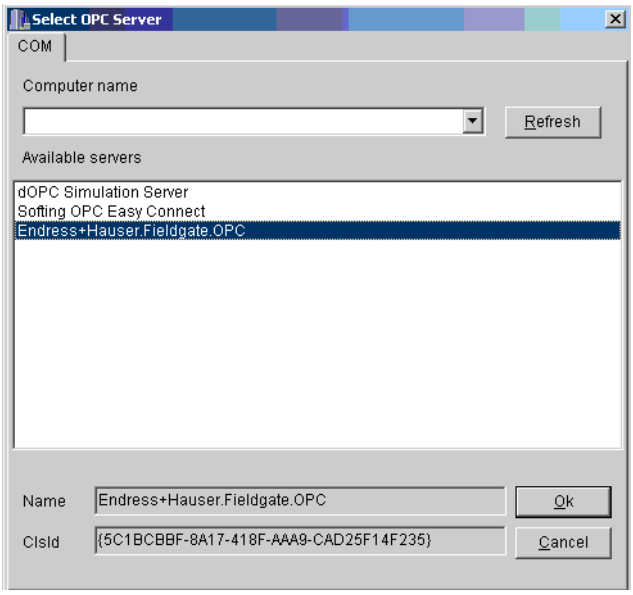
9. Click the **Save** button.
10. Click the **Save** button.
11. Close the **Startup Delayer program.**

15.3 Starting the OPC Configurator Tool

1. Copy the directory **scOpcConfigurator** from the SupplyCare Enterprise Installations-CD onto your PC.
2. Start the **OPC Configurator Tool** with a double click on file **scOpcConfigurator.exe.**
3. Click the **Connect** button to connect SupplyCare Enterprise with the OPC Server.



4. The following screen appears:

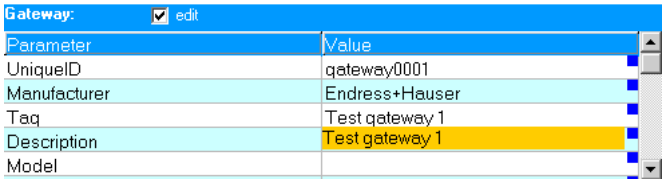


5. Select the **OPC Server** and click the **OK** button.

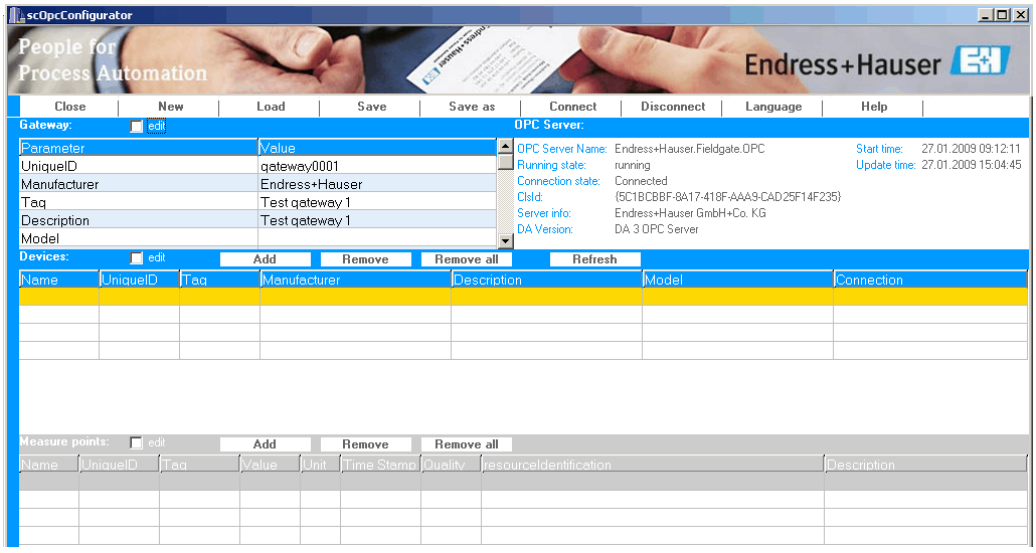
6. The OPC Server status will be shown in the **OPC Server** panel.



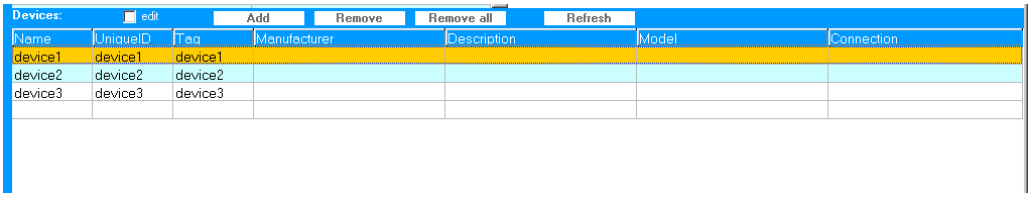
7. **Check the Edit** checkbox on the **Gateway** panel to enter the UniqueID, **Manufacturer**, **Tag**, and **Description**.



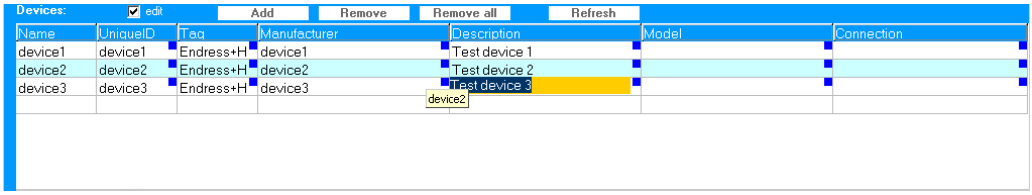
8. Leave the Model, requestedSamplingRate [ms], subscriptionPolledRefreshRetries, subscriptionPolledRefreshInterval [ms], subscriptionPingRate [ms], ignoreOPCErrors and ignoreItemValueQuality fields blank to use the default values. The factory setting is automatically applied to the empty fields.
9. The OPC prefix is the name of the data source you have entered in the Softing Easy Connect Suite (see Page 183 "MY_DATA_SOURCE_NAME").
10. Uncheck the **Edit** checkbox on the **Gateway** panel to leave the edit mode.
11. Click the **Save** or **Save As** button to save the settings. The chosen filename will be displayed in the top panel.



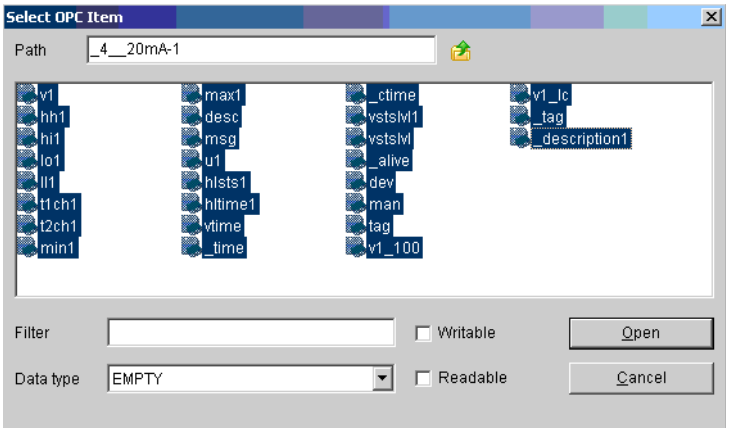
12. Click the **Add** button on the **Devices** panel to generate the desired number of devices.



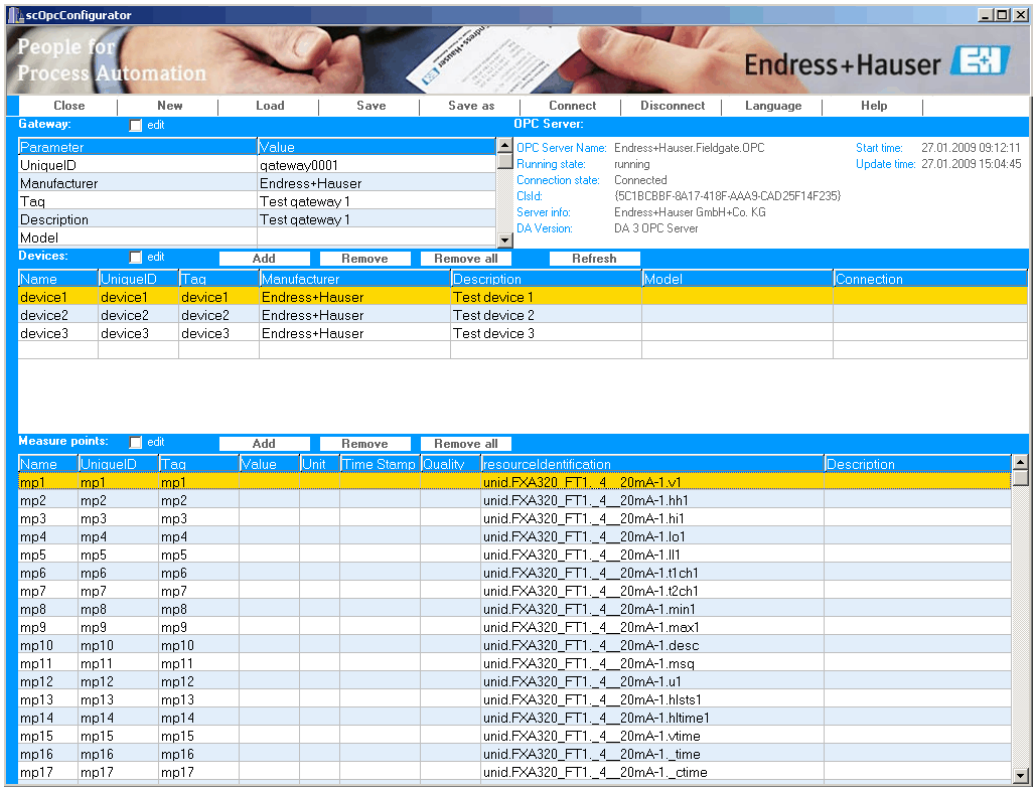
13. Check the **Edit** checkbox on the **Devices** panel to enter the **UniqueID**, **Tag, Manufacturer** and **Description**. Leave the **Model** and **Connection** fields blank. The Name is automatically set by the program and cannot be edited.



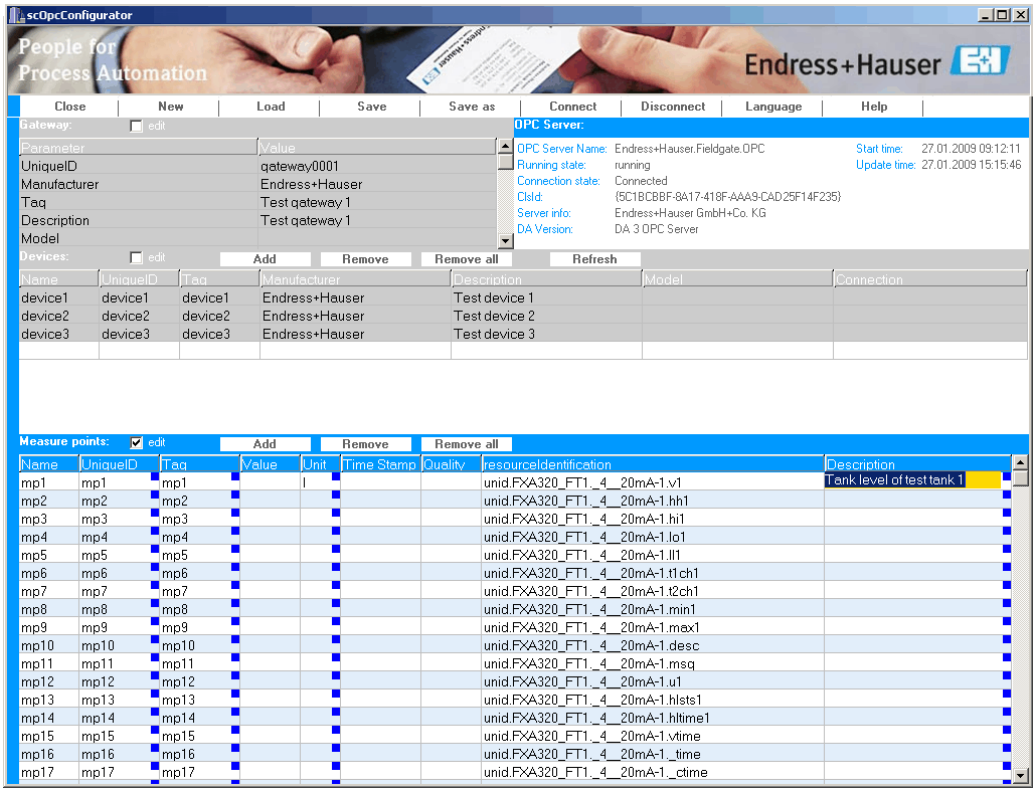
14. Uncheck the **Edit** checkbox on the **Devices** panel to leave the edit mode.
15. Select the first device and click the **Add** button on the **Measure Points** panel.
16. Select the desired **OPC Items** and click the **Open** button.



17. The following window is displayed:



18. Check the **Edit** checkbox on the **Measure Points** panel to enter the **UniqueID**, **Tag**, **Unit** and **Description**.
The **Name** is automatically generated and cannot be edited. **Values, Units** and **Time stamps** will be refreshed by click on the **Refresh** button on the **Devices** panel. This information cannot be edited.



19. Uncheck the **Edit** checkbox on the **Measure Points** panel. Click the **Save** button to save the current settings.
20. Click the **Close** button to close the program.
21. You can now upload the generated **XML Configuration File** within SupplyCare Enterprise into the gateway settings (see Page 145).

Further functions in the OPC Configurator Tool:
- New: Starts a new project.
- Load: Loads an already existing XML Configuration File.
- Disconnect: Disconnects SupplyCare Enterprise from the OPC Server.
- Language: Selects another language.
- Help: Information about the version and documentation
- Remove: Removes the selected device or measure point.
- Remove all: Removes all devices or measure points.
- Refresh: Updates the current Value, Time stamp and Quality of the measure points of the selected device.

16 Extending the license and searching for updates

16.1 Extending the license

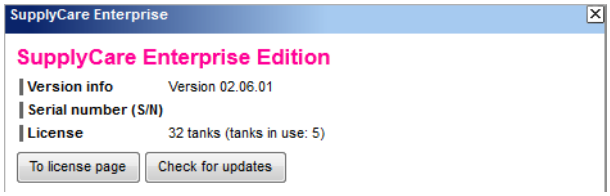
A SupplyCare Enterprise license is issued for a max. number of tanks. Exceeding this number the following message is shown on creation of this tank:
You can not insert more tanks. Your license agreement is limited to [Number of] tanks.

For more tanks the license can be extended. Therefore, contact your Endress+Hauser sales office.

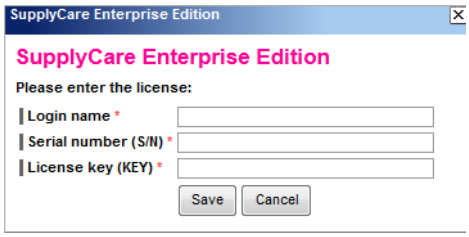
Notice!

NOTICE After extending the license enter the new license key into SupplyCare Enterprise. The **System administrator** only can enter the new license key

1. Click the **About** link in the header.
2. The following screen appears:



3. Click on **To License Page**.
4. The following screen appears:

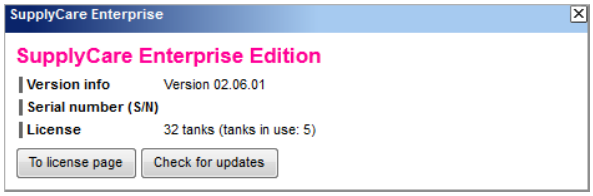


5. Enter the **Login name**, **Serial number (S/N)** and the new **License key (KEY)**.
6. Click the **Save** button.
7. Now further tanks can be created.

16.2 Searching for updates

SupplyCare offers the possibility to check whether there are any updates. If this is the case and you want to update your version of SupplyCare Enterprise, please contact your Endress+Hauser sales office.

1. Click the **About** link in the header.
2. The following screen appears:



3. Click on **Check for updates.**
4. A connection to the Endress+Hauser server is established and a web browser window opens. Therein a message appears stating if there are any updates available.

17 User roles and authorization

Notice!

NOTICE Several user roles can be assigned to one person at the same time.

Master data

Person with "Master data" configured as their user role are authorized to perform the following:

- Create, change and delete a user
- Assign a user role to users
- Assign a tank group to a user
- Assign notifications to a user
- Change their own user profile
- Create, change and delete a tank
- Assign a tank to a tank group
- Create, change and delete an aggregated tank
- Assign an aggregated tank to a tank group
- Create, change and delete a location
- Assign a tank to a location
- Create, change and delete a company
- Create, change and delete a product
- Create, change and delete a tank group
- Assign a product to a tank
- Create, change and delete reports
- Change the number of decimal places for a unit type

System Administrator

The system administrator is authorized to perform the following:

- Create, change and delete a user
- Assign a user role to users
- Assign a user to a tank group
- Process alarm messages
- Change system properties
- Create and change a tank
- Assign a tank to a tank group
- Create new gateways
- Configure gateways
- Assign a measuring device to a tank
- Upload an existing linearization table
- Create, change and delete a linearization table
- View logged on users, login reports, gateway, tank and contract reports
- Configure contract-specific splash screen and information window
- Determine contract-specific subject line for event messages
- Set up e-mail connection
- Write messages
- Change their own user profile

Local system administrator

The local system administrator has the following authorizations:

- Configure gateways
- Assign a measuring device to a tank
- Create, change and delete a linearization table
- Upload an existing linearization table
- Process alarm messages
- Change contract settings
- Configure contract-specific splash screen and information window
- Determine contract-specific subject line for event messages
- Change their own user profile
- View logged on users, login reports, gateway, tank and contract reports

Read only
Person with "Read only" configured as their user role are authorized to perform the following:
- View tanks (measured values)
- View personalized tank view
- View tanks on a map (Google Maps)
- View and save measured value history
- View tank details
- View location details
- View tank service status
- View events
- Perform totaling
- Change their own user profile
- Make user preferences

Operator
The "Operator" is authorized to perform the following:
- View tanks (measured values)
- View personalized tank view
- View tanks on a map (Google Maps)
- View and save measured value history
- Analyze the history of existing measured values
- View tank details
- View location details
- Change tank service status
- View and edit events
- View event history
- Perform totaling
- Change their own user profile
- Make user preferences

Scheduler
The "Scheduler" is authorized to perform the following:
- View tanks (measured values)
- View personalized tank view
- View tanks on a map (Google Maps)
- View and save measured value history
- View notifications and status displays on planned disposals and deliveries
- View tank details
- View location details
- View tank service status
- View and edit events
- Set the resubmission date
- View event history
- Plan deliveries and disposals
- Perform totaling
- Change their own user profile
- Make user preferences

Index

A
ADI . . . 73
ADO . . . 73
Alarm . . . 167
Alarm history . . . 168
Alarm messages . . . 167
Amount for planned delivery . . . 37
Amount for planned disposal . . . 37
Analysis . . . 72
Application window . . . 17
Assign Measuring Points to Tank . . . 156
Assigning a measuring point . . . 155
Average daily inflow . . . 73–74
Average daily outflow . . . 73–74
Average delivery quantity . . . 75
Average disposal quantity . . . 75
Average inventory level . . . 75
Average rate of usage . . . 75
Average safety stock reached . . . 75

B
Bad measurement(s) . . . 39
Basic jobs . . . 132
Buyer . . . 36
Buyer ID . . . 36

C
Capacity . . . 36, 38
Changing . . . 27
Changing a password . . . 176
Changing aggregated tank-tank group assignment . . . 103
Changing location-tank assignment . . . 105
Changing master data . . . 27
Changing product-tank assignment . . . 109
Changing tank-tank group assignment . . . 93
Changing user-tank group assignment . . . 85
Commissioning . . . 8
Communication . . . 149
  E-mail . . . 150
  Internet (HTTP) . . . 149
  OPC Server . . . 152
  Phone . . . 151
Company . . . 81
Company details . . . 81
Configuration . . . 159
Configuring aggregated tank freeze events . . . 103
Configuring freeze events . . . 94
Configuring secondaries . . . 93
Configuring services . . . 132
Constituent tanks . . . 39
Copy delivery . . . 67
Copy disposal . . . 67
Creating new gateways . . . 172
Creating/setting up a report group . . . 117
CSV reports . . . 116
Customer-specific unit . . . 115

D
Daily basis . . . 77
Daily inflow . . . 73–74
Daily outflow . . . 73–74
Days until the safety stock is reached . . . 36, 74
Default time zone . . . 177
Deleting . . . 30
Deleting a user . . . 99
Deleting master data . . . 30
Delivery details . . . 66
Delivery, Status management . . . 60
Designated use . . . 8
DI . . . 73
Disposal details . . . 66
Disposal, Status management . . . 60
DO . . . 73
Download history . . . 43
DSST . . . 36

E
E-mail error message . . . 172
Event . . . 55, 57, 60
Event details . . . 41, 56, 58
Event history . . . 57
Event notification . . . 135
Events . . . 54
Extending the license . . . 194

F
Fieldgates . . . 11
Filter functions . . . 25
FIS gateway . . . 164
Forecast values . . . 47
Free . . . 35
Free capacity . . . 39
Freeze event details . . . 41, 56
Freeze event notification . . . 138
Frequency of deliveries . . . 74
Frequency of disposals . . . 74
From date . . . 36

G
Gateway Configuration . . . 146, 154
Gateway details . . . 147, 154
Gateway report . . . 180
Gateways . . . 11, 146, 154

H
Historical values . . . 47
Hourly basis . . . 76
Hysteresis . . . 36, 39

I
Icons . . . 18
Incoming . . . 146
Inflow . . . 74
Installation . . . 8

Inventory chart 37, 57

K

Key 125
Key performance indicators 73
KPIs 73

L

Language 178
Level 35
Limit notification 140
Linearization 158
Linearization table 158
  Changing 160
  Creating 159
  Deleting 161
  Uploading 162–163
Linearization 159
Local system administrator 16, 196
Location 35, 38, 73, 104
Location details 40, 104
Logging out 15

M

Master data 16, 196
Maximum value 75
Measuring points 155
Menu
  Configuration 16
  FIS gateway 164
  Profile 16
  System administration 16
  Workplace 16
Menu items 16
Menus 15
Messaging 33
Minimum value 75
Monitoring tanks 34

N

Navigation window 15
New Gateways 173
New gateways 164
Next planned delivery 74
Next planned disposal 74
Notes 35
Notes and files 39
Notification 33, 135
Number of deliveries 74
Number of disposals 74

O

OPC Bridge 181
OPC Configurator Tool
  Starting 190
OPC Connection 181
OPC Server 181
Operation 8
Operator 16, 197
Optimum 35, 38
Out of service 36, 39
Outflow 74
Outgoing 145

P

Parameter 125
PD 36
PD amount 37
PDL/PDE notification 143
Picklist 26
Plan delivery 50, 60, 63, 65
Plan disposal 50, 60, 63, 65
Plan point 39
Planned delivery 36
Planned disposal 36
Portal window 14
PP (plan point) 36
Product 35, 38, 73, 108
Product details 108
Products 108
Profile 175

R

Read only 16, 197
Recycling 39
Recycling tanks 37
Recycling-Tanks 64
Refresh range 50, 65
Report group 116
Reports 112

S

Safety stock 39
Safety stock reached 75
Scheduler 16, 197
Scheduling 63–64, 152
SDT 36
Searching 25
Searching for updates 194
Secondaries 45, 53, 93
Select tank picture 102
Selecting/changing a user setting 177
Setting the resubmission date 59
Setting up e-mail notification 111
Ship point 39
SP (ship point) 36
SST (safety stock) 36
Standard delivery time 36
Standard delivery time in days or hours 38
Standard disposal time 36
Standard tanks 37
Standard-Tanks 64
Starting the program 13
Startup Delayer
  Installing and configuring 187
Status 35
Supplier 36
System Administrator 16, 196
System description 10
System properties 124

T

Tank 86
Tank assignment 111
Tank details 38, 89, 100, 102
Tank freeze 94
Tank group 110
Tank group assignment 175
Tank group filter 177
Tank groups 84, 90, 93, 101, 103, 110
Tank list 101
Tank name 35, 38, 73
Tank notes 97, 103
Tank partners 40
Tank service status 41–42
Tank setup wizard 86
Tank shape 102
Tanks at Location 106
Technical improvement 8
Test event e-mail 112
Time stamp 36, 38
Time unit 36
Time zone 36, 38, 73, 177
To date 36
Total inflow 74
Total outflow 74
Turnover rate 75

U

UI Customizing 134
Unit 35, 38, 73
Unit mass 178
Units 114
Update 194
Used in Tanks 109
User 82
User assignment 111
User details 83
User profile 175
User roles 84
User roles and authorization 196

V

Value 35, 38–39
Volume unit 178

W

Workplace
- Analysis 72
- Events 54
- Map 78
- My tank view 51
- Scheduling 60, 63
- Tank 34
- Totaling 68

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