



User guide B&R Support Portal for Customers and Partners of B&R

Versions

| Version | Date | Comment | Edited by |
|---------|------------|---|----------------|
| V00 | 17.07.2007 | First Edition | Schmidt Markus |
| V01 | 04.02.2019 | Update to CSP new | Schmidt Markus |
| V02 | 21.01.2021 | Extension of description of field "Description" | Schmidt Markus |
| | | | |

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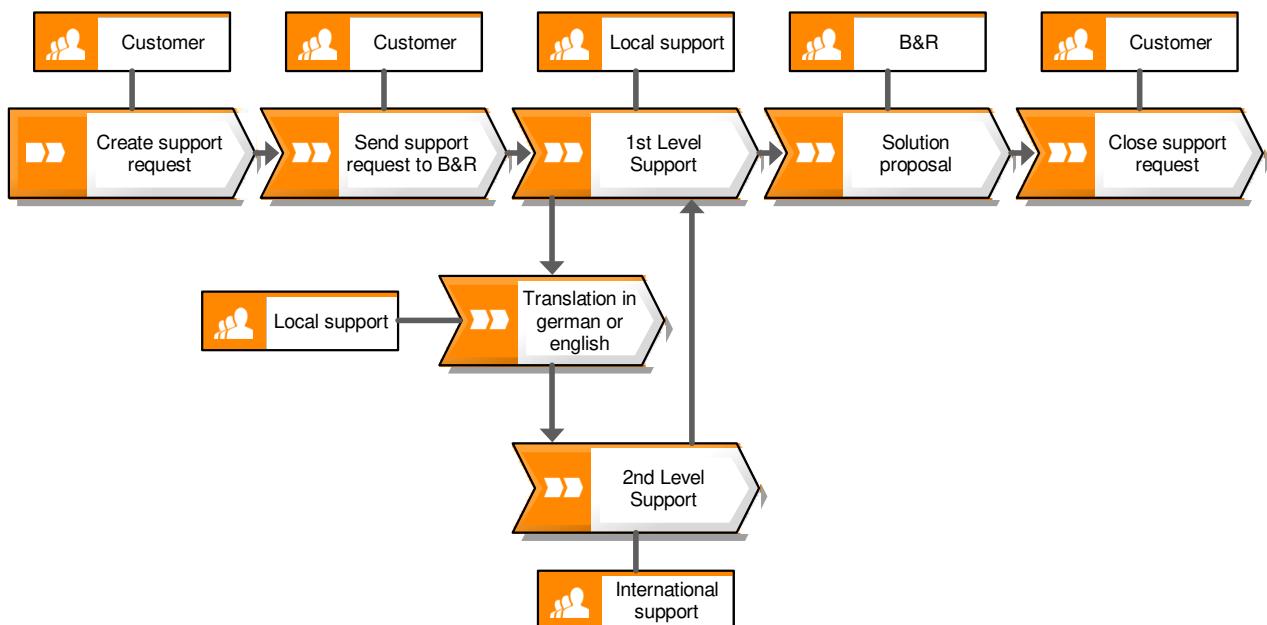
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1 General Overview Support Portal B&R

With the B&R support portal, an application has been created, where customers of B&R can enter and process support requests (tickets) over the homepage of B&R. So when you need support for our hard- and software products as customer or partner of B&R you can simply and comfortable realize this over the B&R support portal.

1.1 Process flow

The flow of the support process by using the support portal of B&R looks just like this:



Benefits of the B&R support portal for customers:

- The customer has the possibility to create support tickets anytime
- Therefore the time for solution findings will be shortened for the customer
- The customer has the possibility to easy trace the support process anytime
- The customer can answer call backs in the support portal and can be sure that this is sent to the right responsible support processor
- The customer has the possibility to add additional information or file attachments to the support ticket which shortens the time for the support process and simplifies it
- The customer is anytime up to date concerning his support tickets and gets automatically an E-Mail if the state of a support ticket changes

2 Requirements for the B&R support portal

This chapter describes the system requirements for using the B&R support portal and how you get access rights for the B&R support portal.

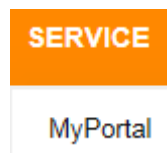
2.1 System requirements for using the B&R support portal

You have to meet the following system requirements to use the B&R support portal:

- **Browser** – You can use a current standard browser like Microsoft Internet Explorer (at least with version 11), Google Chrome, Opera, Edge or Mozilla Firefox.
- **Browser Security Settings** – Set up your Browser in use in a way, that Cookies are enabled (this works for Microsoft Internet Explorer by using the menu *extras* → *internet options* → *security*; for Mozilla Firefox by using the menu *extras* → *settings* → *cookies*).

2.2 Access rights for the B&R support portal

The access to the B&R support portal works with the Login you use for the B&R Homepage <http://www.br-automation.com> and the button Service -> MyPortal



There exists one or more user administrators for each customer or partner. They can add, edit or delete users and manage their authorizations for your company by using the function My Portal / Manage Users. With this function, you are quite independent in maintaining your user data. In case an employee leaves from your company, you can immediately deny access to this person.

| Username | First Name | Last Name | Web Access | Administrator |
|----------|------------|-----------------|------------|---------------|
| C054817 | Alexander | Baier | ✓ | ✓ |
| C303092 | Britta | Barton | ✗ | ✗ |
| C054928 | Brigitte | Bermannschlager | ✓ | ✓ |

User roles and Authorizations:

The user administrator can assign different users the following authorization levels:

- A **support engineer** has authorization to view his own support tickets.
- A **support processing** has the same authorization level as a support engineer, but is also able to view all support tickets which are existing to a customer and edit them appropriately.
- A **support manager** has currently the same functions as a support ticket processor. Advanced management functions are planned for support managers.

If you do not have a customer user administrator in your company or you need initial access to log into MyPortal on the B&R homepage, please contact your customer representative at B&R.

Note: One of the three roles is necessary to use the B&R support portal.

As administrator you can assign roles for the support portal to your users respectively change the roles. Therefore double click on a user in the user list. You get to the specific data of the selected user.

Perfection in Automation > Service > MyPortal > Manage Users

Manage Users

Service

MyPortal

- Modify User Data
- Manage Users**
- Change Password
- Notifications
- Support Portal
- Material Return Portal
- Product Configurator
- Software registration
- Technology Guarding Portal
- Support request
- Personal Uploads
- Remote Access
- Online meeting
- Suppliers
- Virtual Marking

List Users

Company Information

ID: 0000423677
 Company: DEMOKUNDE
 Phone: +49 69
 Fax:
 Address: Businesspark 138
 60198 Frankfurt
 Germany

Account: C054863

Gender: male
 First Name: Service
 Last Name: Manager
 Contact e-Mail: aris.support@br-automation.com
 Phone: +49 69 182838-
 Fax: +49 -
 Street, No.: Businesspark
 City: Frankfurt
 ZIP Code: 60198
 Country: Germany
 Region: Hesse
 Administrator:
 Web Access:
 User Role Service Management: Service Manager
 Mailinfo Service Order:
 User Role Support Management: Support Manager
 User Role Configurator: Manager

RESET PASSWORD EDIT

Change the user role in the support portal or assign a role to the user initially by pushing the button **EDIT**. Select the desired role in the drop-down-menu in the field "User Role Support Management:" and push the button **SAVE**.

List Users

Company Information

ID: 0000423677
Company: DEMOKUNDE
Phone: +49 69
Fax:
Address: Businesspark 138
60198 Frankfurt
Germany

Account: C054863

Gender: male
First Name: Service
Last Name: Manager
Contact e-Mail: aris.support@br-automation.com
Phone: +49 69 182838 -
Fax: +49 - -
Street, No.: Businesspark
City: Frankfurt
ZIP Code: 60198
Country: Germany
Region: Hesse
Administrator:
Web Access:
User Role Service Management: Service Manager
Mailinfo Service Order:
User Role Support Management: Support Manager
User Role Configurator: Manager

RESET PASSWORD SAVE CANCEL

3 Structure of the B&R support portal

The support portal consists in the main window of the following components (marked in the figure):

- the **Tickets overview** – Here all support tickets will be displayed. The tickets overview is structured in six horizontal displayed bars each containing a different ticket state:
 - **Created** – All support tickets will be displayed which you have created.
 - **Sent to B&R** – All support tickets will be displayed which you sent to B&R.
 - **In Process** – All support tickets will be displayed which are currently processed at B&R.
 - **Request at customer** – All support tickets will be displayed for which B&R needs additional information from you.
 - **Proposal for solution** – All support tickets will be displayed for which a solution proposal has been developed by B&R.
 - **Completed** – All support tickets will be displayed which you have completed (closed).
- the function **New** – Here you can create new support tickets.
- the function **Search** – Here you can search for specific support tickets of any state.

You can refresh your data and support tickets any time you want to by pushing the button



. By refreshing your screen the data will be re-read from the system and the support portal will be feeded with the most currently available content information. The support portal will be refreshed automatically at every login.

You can navigate in the support portal simply using mouse clicks. Values from selection boxes can be applied by double click. Each support ticket is divided in the following areas:

- **SUPPORT DATA** – Here the general data of the support ticket will be displayed.
- **ACTIONS** – Here all actions which were applied on the support ticket will be displayed (for example when B&R places a call back).
- **CHANGELOG** – Here all changes of key fields of the support ticket and changes in the state will be logged (for example when the priority has been set new).

Welcome, Service Manager

| | | |
|------------------|-----|--------|
| TICKETS OVERVIEW | NEW | SEARCH |
|------------------|-----|--------|

Show only my tickets Show all ticket options

| | |
|---------------------------|--|
| Created (8) | |
| Sent to B&R (1) | |
| In Process (5) | |
| Request at customer (0) | |
| Proposal for solution (1) | |
| Completed (25) | |

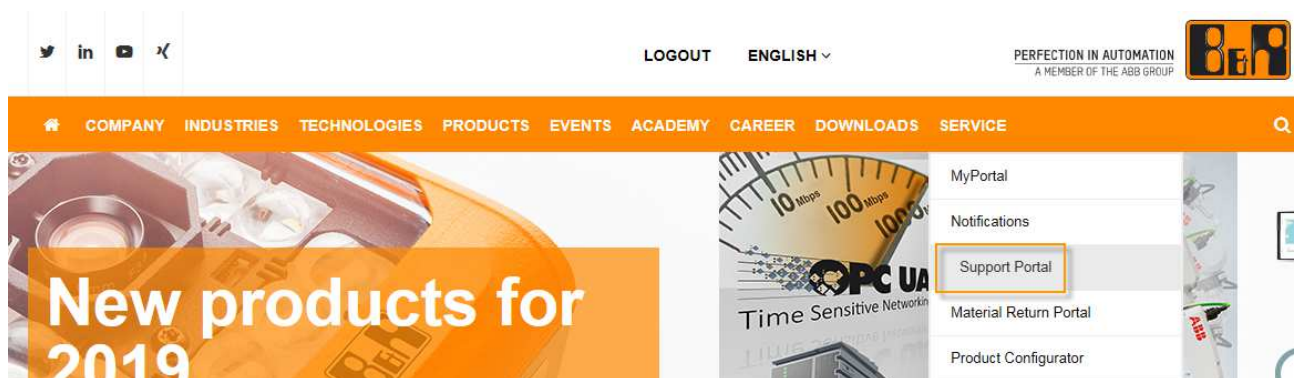
The number beside the state shows the total of support tickets with the specific state. In the header of the support portal the currently logged in user will be displayed. You can log yourself off the support portal (B&R Homepage) anytime by using the button **Logout** in the above bar. By default the area "Tickets overview" and the support tickets with the state "Created" will be displayed after entering the support portal.

4 Process overview of the B&R support portal in detail

This chapter describes in detail how you create, edit, display, cancel and search support tickets. It will also be described how you can trace the state of a support ticket in order to retrieve the progress of the support case. The chapter is structured in three main sections, the section of the access (Login), the processing of the support tickets and the tracing of the state of a support ticket.

4.1 B&R support portal – Access

Launch the B&R Homepage with the URL <http://www.br-automation.com> and login with your user data. After that choose the entry Support Portal in the Service menu.



You get to a page where you can start the support portal by clicking the button

SUPPORT PORTAL

and read the user documentation.

4.2 B&R support portal – Processing support tickets

This chapter describes how you can create, display and change support tickets and how you can send them to B&R, cancel and search them and add files as attachment.

4.2.1 Tickets overview

After successful enter you get to the tickets overview. Here all tickets will be displayed, which are fragmented into the bars with the specific state.

TICKETS OVERVIEW
NEW
SEARCH

Show only my tickets
 Show all ticket options

REFRESH
PRINT

Created (8) ▼

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|---------------------------------------|------------|-------------|----------|
| 000400276998 | Test Softwarekomponente mit Hardware | 2019-02-13 | | medium |
| 000400276976 | Testfall 045 S2M 06022019 | 2019-02-06 | | medium |
| 000400276999 | Test Softwarekomponente ohne Hardware | 2019-02-13 | | medium |
| 000400277009 | Test mit Seriennummer und Software | 2019-02-13 | | medium |
| 000400277010 | Test ohne Seriennummer | 2019-02-13 | | medium |
| 000400277012 | Test Software mit Seriennummer 2 | 2019-02-13 | | medium |
| 000400276995 | Ticket 12.02.2019 3 | 2019-02-12 | | medium |
| 000400277021 | Test Ersteller über CSP | 2019-02-21 | | medium |

Sent to B&R (1) >

In Process (5) >

Request at customer (0) >

Proposal for solution (1) >

Completed (25) >

The column “Last Change” is filled as soon as a task (activity external) has been recorded.

When you activate the field **Show only my tickets** you can limit the amount of the tickets and only those tickets will be displayed where you (as logged in user) are the creator of the support ticket. To find tickets easier directly in the tickets overview you can sort by the columns “Ticket number”, “Subject”, “Created on”, “Last Change” and “Priority” ascending (represented with an arrow upwards) or descending (represented with an arrow downwards). You can do this by single click on a column header. You can switch ascending and descending by one more click on a column header. The sort sequence is only effective for the current state bar.

When you activate the field **Show all ticket options** the rest of the columns will be displayed in the tickets overview:

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH

Show only my tickets Show all ticket options REFRESH PRINT

Created (8)

| Tic... | Subject | C... | Last Ch... | Prio... | Material... | Serial n... | Software | Plan/Ver... | Custom... | Custom... | Custom... |
|--------|----------------------------|------|------------|---------|-------------|-------------|-----------|-------------|-----------|-----------|-----------|
| 00... | Test Softwarekomponente... | 2... | | m... | 5CFAS... | E6FE0... | AS - C... | | | | |
| 00... | Testfall 045 S2M 06022019 | 2... | | m... | 5CFAS... | E6FE0... | | | | | |
| 00... | Test Softwarekomponente... | 2... | | m... | | | | | | | |

4.2.2 Create support tickets

You can create new support tickets in the support portal and directly send them over to B&R. Just click on the tab “New” in the support portal. Here you can also create the ticket without sending it to B&R immediately (for example when you have to clarify certain facts internally). In this case you can open the ticket and edit it anytime.

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH

Support ticket : New

CREATE TICKET SEND TO B&R ATTACHMENTS CANCEL

Header

Subject

Description

Support Data

Hardware ⚙ Software ⚙

Category Project


POSSIBLE MATERIALS: 0 🔧 Contact person Service Manager

| Field name | Description |
|-----------------------------|--|
| Area Header | |
| Subject | Enter a subject for the support ticket. The subject should be significant to later optimize the search for support tickets. The field subject is the only required field when you create a support ticket. |
| Description | Enter a description for the support ticket. Here you have to describe very detailed what the ticket is all about for what you need support. Please note that the field has a limitation of 2000 characters. |
| Area Support Data | |
| Hardware | Select a main group of the hardware from the drop-down-menu, for what you need support. |
| Category | Select a group of the hardware selected above from the drop-down-menu for what you need support. The group is appointed by the selected main group. When you don't select a hardware you also cannot select a category. |
| Material number | You can enter the affected material number directly or if you selected a hardware and category you can select a possible material with the button Possible materials (e.g. Select a material on page 14). If you enter a material number directly. |
| Revision | Here you can, if known, a revision state for the selected material. You can enter a revision state only after you have selected a material. |
| Serial number | You can enter a serial number of the affected material. If you enter a serial number directly, the fields "Hardware", "Category", "Material number" and "Revision" are filled automatically. |
| Error numbers | You can enter one or more error numbers if the affected product returns one. |
| Software | Select a software from the hierarchy (e.g. Select a software hierarchy on page 15). |
| Project | Select a project from the drop-down-menu if the support ticket refers to a project with B&R. |
| Contact person | Select a contact person from the drop-down-menu who is responsible for the support ticket. If you don't select a contact person, the logged in user will be selected as contact person by the system. |
| Priority | Select a priority from the drop-down-menu for the support ticket. If you don't select a priority the support ticket automatically is assigned with priority "medium". |
| Version Automation Studio | Enter the version of the software „Automation Studio“. |
| Version Automation Runtime | Enter the version of the software „Automation Runtime“. |
| APROL Version | Enter the version of the software „APROL“. |
| Area Additional Data | The content of the area „Additional Data“ depends on the selected material. The fields which are recommended to fill will be presented in bold letters. |
| Operating system | Enter the affected operating system for which you need support. |
| PVI Version | Enter the version of the software "PVI". |
| ACP10 / ARNC0 Error numbers | Enter the error code(s) of the software "ACP10" respectively "ARNC0" if such one is displayed. |
| Customer Reference 1 | Enter your own texts to identify the support ticket. |
| Customer Reference 3 | Enter your own texts to identify the support ticket. |
| Onboard AR Version | Enter the version of the installed Onboard Software "Automation Runtime". |
| ACP10 Version | Enter the version of the software "ACP10". |

| | |
|----------------------|--|
| ARNCO Version | Enter the version of the software „ARNCO“. |
| Customer Reference 2 | Enter your own texts to identify the support ticket. |
| GCC-Compiler | Enter the version of the “GCC-Compiler”. |

After you entered your data into the fields you can create the support ticket, send it over to B&R (e.g. Send support ticket to B&R on page 24) or add a file-attachment (e.g. Add attachments to a support ticket


 CANCEL

on page 21). You can also reset by pushing the button . After that you get back to the tickets overview tab and the fields within the tab “New” will all be reset.

In case you do not enter a subject the following message will appear:

Information

Please provide a subject!




Additionally the field will be highlighted with a red frame indicating that this has got to be maintained.

In case you enter an invalid serial number the following message will appear:

Information

No Equipment exists with this serial number



Additionally the field will be displayed with a red frame indicating that it has got to be corrected.

 CREATE TICKET

The support ticket will be created when you push the button . You

 YES



immediately get a short confirmation notice. When you push button  you get an

information notice that the support ticket has been created successfully which you can confirm with the

button .


Please confirm

Do you really want to create this ticket?

Information

The ticket has been successfully created!
000400277030



The support ticket will be added to the tickets overview in the state tab “Created” afterwards. If it appears not in the state tab, refresh your screen. The support ticket is completely created. At this time you can edit and change the support ticket anytime you want to.

4.2.2.1 Select a material


If no material is entered directly you can select a hardware and a category and with this selections you can display all possible materials as list. The total of all found possible materials for the selected hardware and category is displayed in the button itself. To select a material for the support ticket use the


button . You get to the window to select a material.

Possible materials

| Material number | Description |
|-----------------|--|
| X20CSP1130 | X20c Safe Power Feed, 24V, 10A |
| X20CPS2100 | X20c Power Feed, 24V |
| X20CPS2110 | X20c Power Feed, 24V, Fuse |
| X20CPS3300 | X20c Power Feed, 24V, Bus Supply |
| X20CPS3310 | X20c Power Feed, 24V, Bus Supply, Fuse |
| X20CPS8002 | X20c Power Feed, 24V, not DC-isolated |
| X20CPS9400 | X20c BC Power Feed, 24V, Bus Supply |


✓ APPLY✗ CANCEL

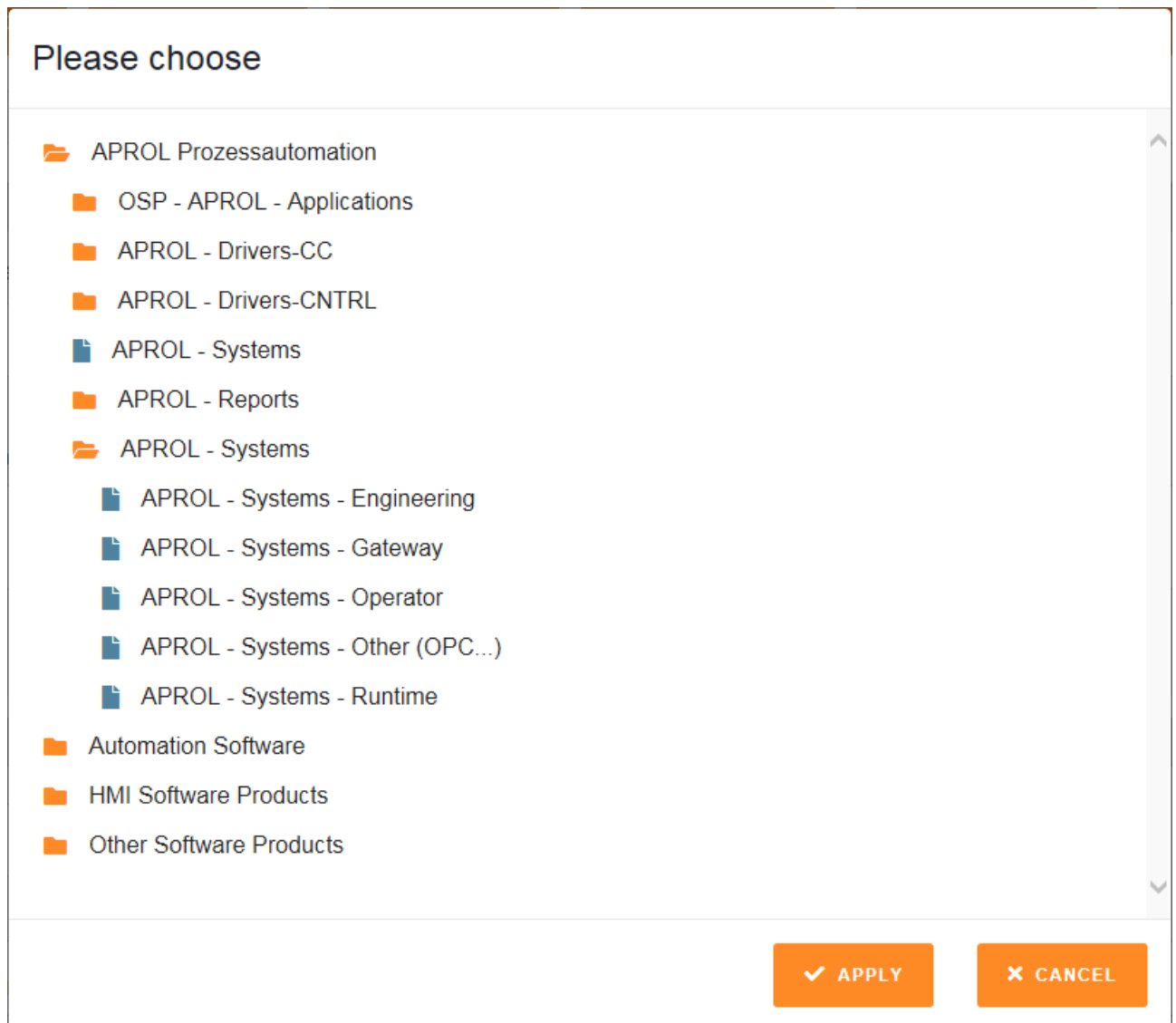
Select a material and apply your selection by using the button  or by double clicking it.

However you can cancel the selection of a material by using the button .

4.2.2.2 Select a software hierarchy

You cannot enter a software hierarchy directly as for selecting a material. To select a software hierarchy

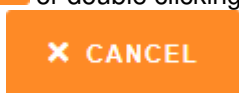
use the button . You get to the window to select a software hierarchy. You can click on a folder icon to expand the hierarchy for the specific software.



Select a software by marking an entry and applying your selection by pushing the button



or double clicking it. However you can cancel the selection of a software hierarchy by




using the button


4.2.3 Display a support ticket

To display a support ticket you must switch to the “Tickets overview” tab (if you are not currently on this tab). Select the support ticket which you want to display and click it. The selected support ticket will be displayed in a new tab (for example ticket number 000400277022). You can also select more than one support ticket simultaneously and switch between the separate “ticket tabs”.







000400277022 

By pushing the red icon  in the tab of the displayed support ticket you can close this tab again. Please note, that if you changed something in the support ticket, these changes will not be saved when you display the ticket. So when you display a support ticket you get to the area “Support Data” of the specific ticket.

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH 000400276998 

Support ticket 000400276998: Created

 COMPLETE TICKET  CANCEL  SEND TO B&R  SAVE CHANGES  ATTACHMENTS  PRINT

SUPPORT DATA ACTIONS CHANGELOG



Header



Creator: Service Manager **Created on:** 2019-02-13 **at:** 03:52:18

Subject
Test Softwarekomponente mit Hardware

Description

Support Data

Hardware
IPC Generally  

Software
AS - COM - FIE - DeviceNet  

Category
Accessories

Project

You can display actions for the displayed support ticket. Therefore switch to the tab “Actions” with a single click in the header of the support ticket. Actions are all executed activities which were applied on a support ticket (for example solution proposal created, answer of customer to a call back).

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH 000400134813 ✕

Support ticket 000400134813: Completed

PRINT


SUPPORT DATA ACTIONS CHANGELOG



| | | | | | | |
|---|---|-----------------------------|-----------------------------|------------|----------|----------------|
| ⌵ | 🔍 | solution provided | Modulkonfiguration auslesen | 2014-06-18 | 13:18:42 | (0 Documents) |
| ⌵ | 🔍 | Customers answer to request | Zielsystem | 2014-06-18 | 12:54:59 | (0 Documents) |
| ⌵ | 🔍 | created request at customer | Modulkonfiguration auslesen | 2014-06-18 | 12:15:20 | (0 Documents) |

Grund der Anfrage beim Kunden:
Rückfrage zum vom Kunden angegebenen Text
Gegenstand der Rückfrage:
Sehr geehrter Herr Testkunde,

bitte teilen Sie uns bezüglich Ihrer Supportanfrage noch mit, welches Zielsystem Sie verwenden (möglichst mit Angabe der Seriennummer).

Danke.
mit freundlichen Grüßen,
Michael Vogt

With the button  you can display the details of the action. Alternatively you can open the details of the

action in a separate window with the button . By pushing the button  you can leave the window of the details again and you get back into the tab „Actions“. If you want to display changes in the state of the support ticket you can switch to the tab “Changelog”. In the changelog all changes in key fields and states will be logged for a support ticket with date, time, user and the new state.

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH 000400134813 ✕

Support ticket 000400134813: Completed

 PRINT

SUPPORT DATA ACTIONS CHANGELOG

| Type | Date | Time | User | new state |
|-----------------|------------|----------|----------------------------|---------------------------------|
| status change | 2014-07-31 | 11:57:51 | (VOGTM): | completed |
| status change | 2014-07-31 | 11:57:51 | (VOGTM): | withdrawal: proposal for sol... |
| status change | 2014-06-18 | 13:18:39 | (VOGTM): | proposal for solution |
| status change | 2014-06-18 | 13:18:39 | (VOGTM): | withdrawal: in Process |
| Material Number | 2014-06-18 | 13:06:22 | (VOGTM): | X20CP1485 |
| status change | 2014-06-18 | 12:55:00 | Michael Vogt (SAPBUSINE... | in Process |
| status change | 2014-06-18 | 12:55:00 | Michael Vogt (SAPBUSINE... | withdrawal: request at custo... |
| status change | 2014-06-18 | 12:15:13 | (VOGTM): | request at customer |
| status change | 2014-06-18 | 12:15:13 | (VOGTM): | withdrawal: in Process |
| status change | 2014-06-18 | 12:08:55 | (VOGTM): | in Process |
| status change | 2014-06-18 | 12:08:55 | (VOGTM): | withdrawal: Created |

4.2.4 Change a support ticket

Basically changing a support ticket depends on the state of it. As long as the support ticket has not been sent over to B&R, you can change it anytime. To change a created support ticket you have to display (open) the specific ticket(s) (e.g. Display a support ticket on page 16). You can only make changes in opened tickets. Switch to the ticket's tab and process your changes.

You can apply the changes by using the button



. After that a confirmation

window will be displayed which you can confirm with the button



. If you don't want to save

your changes push the button



. If you confirm you get an information window afterwards of

the successful change of the support ticket. You can confirm this window with the button





and you get back to the tickets overview.

Please confirm

Do you really want to save the changes?


Information

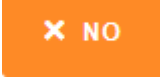
The ticket has been successfully changed!

By pushing the icon  in the tab of the changed support ticket you can close it again. In case that changes have been made and those have not been saved using the button , you will be asked when closing the ticket if you want to save your changes or not.

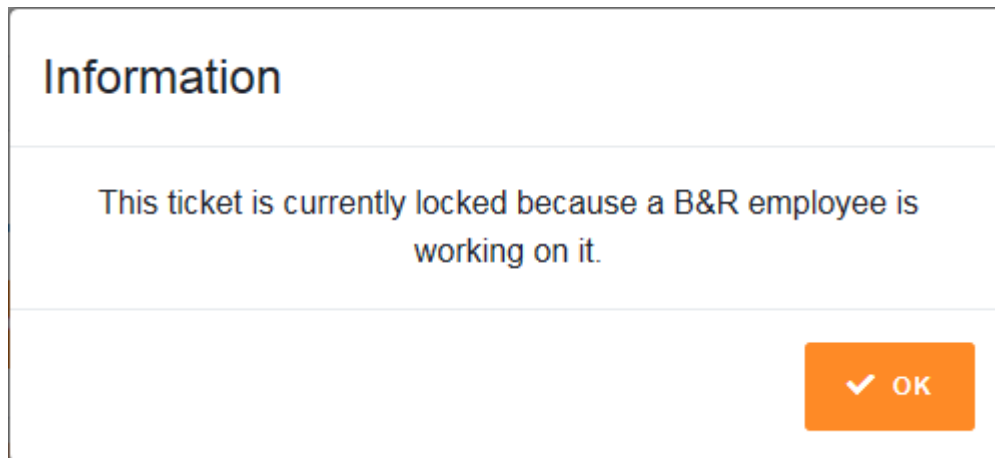
Data not saved yet!

Do you want to save?

Push the button  and the support ticket will be saved and you get to the tickets overview.

When pushing the button  the changes will not be saved and you also get to the tickets overview.

In case the support ticket is in process by a B&R employee at the time you want to change it, you get the following message:



In this case try to save your changes a little bit later.

4.2.5 Add attachments to a support ticket

You can add any files to the support ticket (for example an error log). Add a file by using the button



. Now you get to the windows screen to select a file. Search your specific file and confirm the screen with the button "Open".

File-Attachments will be displayed beneath the description and can be opened with a single click.

Welcome, Service Manager

TICKETS OVERVIEW
NEW
SEARCH
000400277030 ✖

Support ticket 000400277030: Created

✔ COMPLETE TICKET
✖ CANCEL
☰ SEND TO B&R
✎ SAVE CHANGES
📎 ATTACHMENTS
🖨️ PRINT

SUPPORT DATA
ACTIONS
CHANGELOG

Header

Creator: Service Manager **Created on:** 2019-03-01 **at:** 09:16:47

Subject

test

Description

Attachments

📎 SAP_Auto_Logon.docx ✖

File-Attachments can be deleted again by pushing the icon ✖. Note, that file-attachments cannot be deleted or changed any more when you create respectively change the support ticket. After creating or changing the following message will be displayed in case the attachment has been uploaded successfully:

Information

Upload was successfully completed!

✔ OK

When uploading an attachment various errors can occur. In case the file could not be uploaded for any reason, the following message will be displayed:

Information

The following file could not be uploaded:
-.txt

✓ OK

Please check the file name, the length of the file name as well as the file size (the maximum allowed file size for transmission is set with 500 MB – in case you want to transfer larger files, use split archives or transfer the file to B&R using another method).

In case the file has been detected as malware by the B&R internal virus check program the following message will be displayed:

Information

The upload for the following file was blocked by the virus scan:
7a0361888cfd88fe1cac6fa72fff98f7f35301c8.jpg
The affected file was not uploaded. Please check and try to
upload again.

✓ OK

You can try to pack the file or transfer the file to B&R using another method.

In case any connection problems occurred while the upload was in progress the following message will be displayed:

Information

The request failed. Please check the network connection and try again.

✓ OK

Please reconnect to the Internet or try to upload the file a little bit later again.

4.2.6 Send support ticket to B&R

When you completed your data for the support ticket you can send it directly to B&R. Alternatively you can open (e.g. Display a support ticket on page 16) support tickets which were completed in the past but not sent to B&R and send them now. To send a support ticket to B&R using any described method push

 **SEND TO B&R**

the button in the support ticket's tab. Afterwards you can confirm the

 **✓ YES**

confirmation window with the button and the information window of the successful

 **✓ OK**



transfer of the support ticket to B&R with the button . If you send the support ticket directly

 **+ CREATE TICKET**

to B&R after completing the input data, so without pushing the button , the support ticket is being created automatically in the background. Use this method when you are sure that your input data is complete and correct.


Please confirm

Do you really want to send this ticket to B&R?

 **✓ YES**  **✗ NO**

Information

The ticket has been successfully sent to B&R!

 **✓ OK**

After you confirmed the information window you get back to the tickets overview. Now that the support ticket is sent to B&R, it is not changeable any more. What you can do, is adding additional information and file attachments to the support ticket (e.g. Add additional information to a sent support ticket on page 25).

4.2.7 Add additional information to a sent support ticket

You can add only textual information to a sent support ticket by using the button



in the support ticket's tab. You get to the window "Additional Data" where you can type in your text. In this window you also can upload file attachments for the support ticket with






the button (e.g. Add attachments to a support ticket on page 21).

Additional Data

Subject

Description

Enter an adequate subject for the additional information and enter the required additional information in the field description. The fields subject and description are required fields in this window. With pushing



the button you can save your data. After that you just have to confirm



the information window with the button . If you do not want to send additional information to



B&R just push the button and you get back to the ticket.

You get back to the tickets overview and an external action is being created in the area "Actions".

4.2.8 Cancel support ticket

You can cancel a support ticket at any state. The only exception is when a support ticket has the state "Completed". To cancel a support ticket display the specific ticket (e.g. Display a support ticket on page



16) and push the button in the support ticket's tab. Confirm the confirmation window



afterwards with the button and the following information window with the button

 ✓ OK

to cancel the support ticket definitely. If you cancelled a support ticket unintentionally, it is not possible to recover it and you have to create the support ticket new.

Please confirm

Do you really want to cancel this ticket?

✓ YES ✗ NO

Information

The ticket has been successfully cancelled!

✓ OK


4.2.9 Search support ticket


For effective and targeted searching and displaying a support ticket you can use the search function on the support portal. Switch to the search bar where you can enter your specific selection criteria to search for a support ticket. The criteria include:

- Ticket number
- Subject
- Hardware
- Category
- Material number
- Software
- Customer Reference 1
- Customer Reference 2
- Customer Reference 3
- Plan/Version
- Project
- Contact person
- Error numbers
- Version Automation Studio
- Version Automation Runtime
- PVI Version
- APROL Version
- Status

- Creation period

For more information about the specific fields see page **Fehler! Textmarke nicht definiert..** Also in the

search tab you can use the button  to select a software hierarchy (e.g. Select a software hierarchy on page 15). A drop-down-menu is provided for you for some fields where you can select your specific search criteria. For the search of a specific date of a support ticket you can use the calendar



function with the icon . Just click the icon and then the specific day(s) you need. The system automatically writes the selected date into the field "Creation period". In text fields you can use wildcards, for example in the field subject you can enter the search term of *break*.

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH

Search

Search Criterias

| | |
|---|---|
| <input type="text" value="Ticket number"/> | <input type="text" value="Project"/> |
| <input type="text" value="Subject"/> | <input type="text" value="Contact person"/> |
| <input type="text" value="Hardware"/>  | <input type="text" value="Error numbers"/> |
| <input type="text" value="Category"/> | <input type="text" value="Version Automation Studio"/> |
| <input type="text" value="Material number"/> | <input type="text" value="Version Automation Runtime"/> |
| <input type="text" value="Software"/>  | <input type="text" value="PVI Version"/> |
| <input type="text" value="Customer Reference 1"/> | <input type="text" value="APROL Version"/> |
| <input type="text" value="Customer Reference 2"/> | <input type="text" value="Status"/> |

After you entered your specific search criteria you can start the search with the button



or reset your search criteria and the result list with the button



After you started the search, the results will be displayed in the lower area of the tab "Search". You can directly display a specific support ticket when you double click it in the search result list.

4.3 B&R support portal – State tracing of a support ticket

Changes in states have the effect, that tickets will be transferred from one bar into another.

4.3.1 Support tickets – Bar with state “Created”

In this bar all support tickets will be listed which have the state “Created”. Support tickets get the state



“Created” when you create a support ticket in the tab “New” with the button
Support tickets with the state “Created” can only be transferred into state “Sent to B&R” by you.

For tickets with the state “Created”, you can:

- Complete
- Cancel
- Send to B&R
- Change
- Add file-attachments
- Print

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH 000400276999 ✖

Show only my tickets Show all ticket options REFRESH PRINT

Created (10)

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|---------------------------------------|------------|-------------|----------|
| 000400276976 | Testfall 045 S2M 06022019 | 2019-02-06 | | medium |
| 000400276999 | Test Softwarekomponente ohne Hardware | 2019-02-13 | | medium |
| 000400277009 | Test mit Seriennummer und Software | 2019-02-13 | | medium |
| 000400277010 | Test ohne Seriennummer | 2019-02-13 | | medium |
| 000400277012 | Test Software mit Seriennummer 2 | 2019-02-13 | | medium |
| 000400276995 | Ticket 12.02.2019 3 | 2019-02-12 | | medium |
| 000400277021 | Test Ersteller über CSP | 2019-02-21 | | medium |
| 000400277030 | test | 2019-03-01 | | medium |
| 000400277034 | CSP neu als C054863 | 2019-03-02 | | medium |
| 000400277035 | CSP alt als C054863 | 2019-03-02 | | medium |

Sent to B&R (2) >

In Process (5) >


Request at customer (0) >


Proposal for solution (1) >

Completed (25) >

4.3.2 Support tickets – Bar with state “Sent to B&R”

In this bar all support tickets will be listed, which have the state “Sent to B&R”. Support tickets get the state “Sent to B&R” when you created the support ticket in the tab “New” and sent it directly to B&R with

the button  or displayed an earlier created support ticket with state “Created”

and you pushed the button . Support tickets with the state “Sent to B&R” can only be transferred into the state “In Process”, “Request at customer” or “Proposal for solution” by B&R.

For tickets with the state “Sent to B&R”, you can:

- Complete
- Cancel
- Change
- Add additional information
- Add file-attachments to the additional information
- Print

Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH 000400276999 ✖ 000400276998 ✖

Show only my tickets Show all ticket options REFRESH PRINT

Created (10) >

Sent to B&R (2) v

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|--------------------------------------|------------|-----------------------|----------|
| 000400277032 | Test HOE Datenübertragung | 2019-03-01 | | medium |
| 000400276998 | Test Softwarekomponente mit Hardware | 2019-02-13 | 04.03.2019 / 05:24:15 | medium |

In Process (5) >

Request at customer (0) >

Proposal for solution (1) >

Completed (25) >

4.3.3 Support tickets – Bar with state “In Process”

In this bar all support tickets will be listed which have the state “In Process”. Support tickets get the state “In Process” when an employee at B&R sets this state for the support ticket. Support tickets with state “In Process” can only be transferred into the state “Request at customer” or “Proposal for solution” by B&R.

For tickets with the state “In Process”, you can:

- Complete
- Cancel
- Change
- Add additional information
- Add file-attachments to the additional data
- Print

Welcome, Service Manager

TICKETS OVERVIEW
NEW
SEARCH
000400276999 ✖
000400276998 ✖
000400186924 ✖

Show only my tickets
 Show all ticket options
REFRESH
PRINT

Created (10)
>

Sent to B&R (2)
>

In Process (5)
>

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|--|------------|-----------------------|----------|
| 000400186924 | TEST änderung | 2016-05-18 | | medium |
| 000400276933 | Neue Anfrage S2M geändert changed 3101 | 2019-01-28 | 28.01.2019 / 13:08:45 | medium |
| 000400264759 | test send to b&r on create asd | 2018-09-12 | 31.01.2019 / 14:49:16 | low |
| 000400276993 | Test 12.02.2019 | 2019-02-12 | 26.02.2019 / 13:14:35 | medium |
| 000400277013 | TEst b | 2019-02-18 | | medium |

Request at customer (0)
>

Proposal for solution (1)
>

Completed (25)
>

4.3.4 Support tickets – Bar with state “Request at customer”

In this bar all support tickets will be listed which have the state “Request at customer”. Support tickets get the state “Request at customer” when an employee at B&R sets this state for the support ticket. Support tickets with state “Request at customer” can only be transferred back into the state “In Process” by you when you enter an answer to the call back of B&R and send it to B&R.

For tickets with the state “Request at customer”, you can:

- Complete
- Cancel
- Change
- Add additional information
- Add file-attachments to the additional data
- Enter and send an answer to the call back
- Add file-attachments to the answer to the call back
- Print

If a support ticket has the state “Request at customer”, B&R needs further information from you to process the support ticket. You get an automatically generated E-Mail-Notification from support.portal@br-automation.com. To guarantee a fast and effective processing of the support ticket when you sent a support ticket to B&R, you should periodically look into this area of the support portal if your support tickets have the state “Request at customer”. You can see the content of the call back in the




area “Actions” in the specific support ticket’s tab. To send an answer to a call back to B&R push the

button  and you get in the window “Call back answer”.


Call back answer



Subject


Description

Enter an adequate subject for the answer to the call back and enter your answer text into the field description. The fields subject and description are required fields in this window. You can push the button


 to save your input data. After that confirm the information window with the

button . When you push the button  you get back to the support ticket if you do not want to send the answer to B&R. Here you also have the possibility to add file-attachments

with the button  (e.g. Add attachments to a support ticket on page 21).

Information

The ticket has been successfully put back in process!



Welcome, Service Manager

TICKETS OVERVIEW NEW SEARCH 000400276999 ✘ 000400276998 ✘ 000400186924 ✘

Show only my tickets Show all ticket options REFRESH PRINT

Created (10) >

Sent to B&R (1) >

In Process (5) >

Request at customer (1) v

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|--------------------------------------|------------|-----------------------|----------|
| 000400276998 | Test Softwarekomponente mit Hardware | 2019-02-13 | 04.03.2019 / 05:24:15 | medium |

Proposal for solution (1) >

Completed (25) >

4.3.5 Support tickets – Bar with state “Proposal for solution”

In this bar all support tickets will be listed which have the state “Proposal for solution”. Support tickets get the state “Proposal for solution” when an employee at B&R sets this state for the support ticket. Support tickets with state “Proposal for solution” can be transferred into the state “In Process” or “Request at customer” again by B&R or into the state “Completed” by you.

For tickets with the state “Proposal for solution”, you can:

- Complete
- Cancel
- Change
- Add additional information
- Add file-attachments to the additional data
- Set in work again
- Print

If the solution does not include the desired results or you are uncertain with the solution you can set the state of the support ticket on “In Process” again by using the button BACK TO WORK.

Confirm the following confirmation window with the button YES and the following information window with the button OK.

Back to work

Subject

Description

Enter an adequate subject for the status change and enter the requested information into the field description. The fields subject and description are required fields in this window. You can push the button

to save your input data. After that confirm the information window with the

button . When you push the button you get back to the support ticket if you do not want to put the ticket in process again. Here you also have the possibility to add file-

attachments with the button (e.g. Add attachments to a support ticket on page 21).

Information

The ticket has been successfully put back in process!

Welcome, Service Manager

TICKETS OVERVIEW
NEW
SEARCH

Show only my tickets Show all ticket options

REFRESH
PRINT

Created (10) >

Sent to B&R (1) >

In Process (6) >

Request at customer (0) >

Proposal for solution (1) >

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|---------------------------|------------|-----------------------|----------|
| 000400276997 | Test ticket Struber Lukas | 2019-02-12 | 26.02.2019 / 13:20:48 | medium |

Completed (25) >

4.3.6 Support tickets – Bar with state “Completed”

In this bar all support tickets will be listed which have the state “Completed”. Support tickets get the state “Completed” when you as customer close your support ticket with the state “Proposal for solution” with

✓ COMPLETE TICKET

the button . Support tickets are logically closed when the solution provided by B&R is accepted by you the customer and gives you the desired information.

You can not edit support tickets with the state “Completed” nor you can set an earlier state for the support ticket.

Welcome, Service Manager

TICKETS OVERVIEW
NEW
SEARCH

Show only my tickets
 Show all ticket options

REFRESH
PRINT

Created (10)
>

Sent to B&R (1)
>

In Process (7)
>

Request at customer (0)
>

Proposal for solution (0)
>

Completed (25)
>

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|--|------------|-----------------------|----------|
| 000400264958 | test | 2018-09-13 | | medium |
| 000400271268 | Test upload | 2018-11-19 | | medium |
| 000400137438 | 3 JPEG Bilder als Anhang testen | 2014-08-04 | | medium |
| 000400173437 | TEST ITBS - Nicht bearbeiten | 2015-12-17 | 04.05.2016 / 08:41:47 | medium |
| 000400114834 | Testanlage einer Supportmeldung *TEST* | 2013-06-24 | 24.06.2013 / 11:48:32 | low |
| 000400136283 | Test Email nach Änderung | 2014-07-11 | | medium |

4.4 Automatically generated E-Mail-Notifications

When a support ticket gets the state “In Process”, “Request at customer” or “Proposal for solution” you get an automatically generated E-Mail-Notification by the sender E-Mail-Address support.portal@br-automation.com about the change in the state. Such an E-Mail has the following form and contains the support ticket number, the ticket state and a link to the support ticket:

Dear Ladies and Gentlemen,

a question concerning support-notification 400000204 has occurred. You can access the notification directly with the link stated below.

<http://service.br-automation.com/supportPortal-dev/index.jsp?language=DE&supportTicketNumber=000400000204>


Best regards

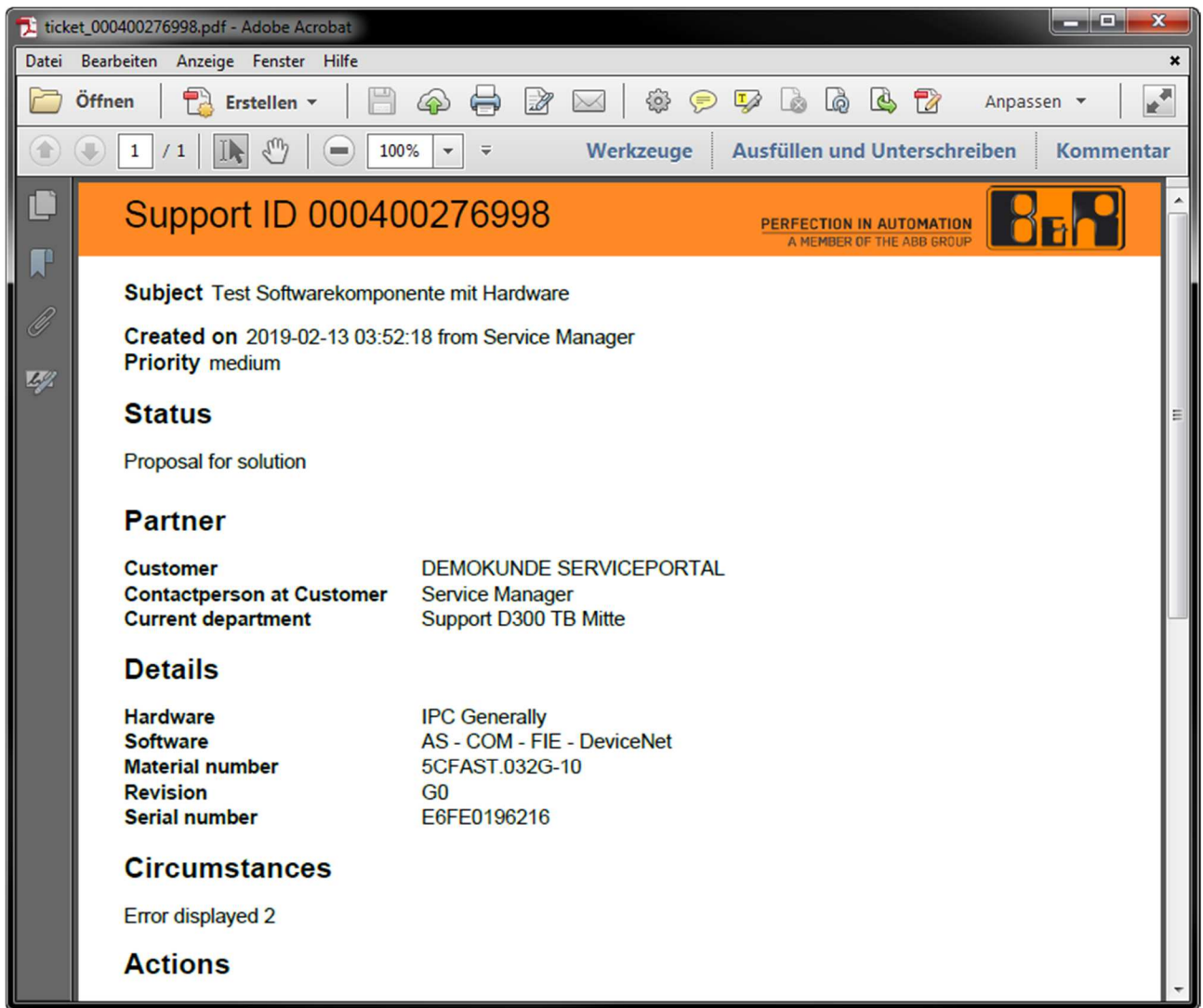
Your

B&R - Supportteam

Please, note that this is an e-mail which is automatically generated by the system. Therefore, answering this e-mail with the reply function of your e-mail program is not possible.

4.5 Printing functions

You can generate a printable PDF of the ticket details from any ticket state. Therefore select the requested ticket and display it. After that push the button . Depending on the used browser you get a request to open respectively save the generated PDF.



The printing function is also provided in the tickets overview. In this case a PDF of the tickets overview will be created within the current status bar:

The screenshot shows a PDF viewer window titled 'Created.pdf - Adobe Acrobat'. The interface includes a menu bar (Datei, Bearbeiten, Anzeige, Fenster, Hilfe), a toolbar with icons for opening, creating, saving, printing, and commenting, and a navigation bar with page indicators (1 / 1) and zoom settings (70,8%). The main content area displays a 'Tickets overview' table with the following data:

| Ticket number | Subject | Created on | Last Change | Priority |
|---------------|---------------------------------------|------------|-------------|----------|
| 000400276976 | Testfall 045 S2M 06022019 | 2019-02-06 | | B |
| 000400276999 | Test Softwarekomponente ohne Hardware | 2019-02-13 | | B |
| 000400277009 | Test mit Seriennummer und Software | 2019-02-13 | | B |
| 000400277010 | Test ohne Seriennummer | 2019-02-13 | | B |
| 000400277012 | Test Software mit Seriennummer 2 | 2019-02-13 | | B |
| 000400276996 | Ticket 12.02.2019 3 | 2019-02-12 | | B |
| 000400277021 | Test Ersteller über CSP | 2019-02-21 | | B |
| 000400277030 | test | 2019-03-01 | | B |
| 000400277034 | CSP neu als C054863 | 2019-03-02 | | B |
| 000400277035 | CSP alt als C054863 | 2019-03-02 | | B |

At the bottom left of the page, the timestamp '04.03.2019 06:15:57' is visible, and at the bottom right, it says 'Page 1/1'. The Adobe Acrobat logo and the text 'PERFECTION IN AUTOMATION A MEMBER OF THE ABB GROUP' are located in the top right corner of the document content area.