Industrial Automation
myABB/My Control System
User Manual
NOTICE

This document contains information about one or more ABB products and may include a description of or a reference to one or more standards that may be generally relevant to the ABB products. The presence of any such description of a standard or reference to a standard is not a representation that all of the ABB products referenced in this document support all of the features of the described or referenced standard. In order to determine the specific features supported by a particular ABB product, the reader should consult the product specifications for the particular ABB product.

ABB might have one or more patents or pending patent applications protecting the intellectual property in the ABB products described in this document.

The information in this document is subject to change without notice and should not be construed as a commitment by ABB. ABB assumes no responsibility for any errors that may appear in this document.

In no event shall ABB be liable for direct, indirect, special, incidental or consequential damages of any nature or kind arising from the use of this document, nor shall ABB be liable for incidental or consequential damages arising from use of any software or hardware described in this document.

This document and parts thereof must not be reproduced or copied without written permission from ABB, and the contents thereof must not be imparted to a third party nor used for any unauthorized purpose.

The software or hardware described in this document is furnished under a license and may be used, copied, or disclosed only in accordance with the terms of such license.

SOFTWARE

The software products described or referenced in this document are designed to be connected and to communicate information and data through network interfaces, which should be connected to a secure network. It is the sole responsibility of the system owner to provide and continuously ensure a secure connection between the software product and the system network and/or any other networks that may be connected.

The system owners must establish and maintain appropriate measures, including, but not limited to, the installation of firewalls, application of authentication measures, encryption of data, installation of antivirus programs, and so on, to protect these software products, the network, its system, and interfaces against security breaches, unauthorized access, interference, intrusion, leakage, and/or theft of data or information.

System owners are ultimately responsible for ensuring that any software product updates or other major system updates (to include but not limited to code changes, configuration file changes, third-party software updates or patches, hardware change out, etc.) are compatible with the security measures implemented. The system owners must verify that the system and associated software products function as expected in the environment in which they are deployed.

TRADEMARKS

All rights to copyrights, registered trademarks, and trademarks reside with their respective owners.

Copyright © 2019 by ABB All rights reserved.

Document number: 2PAA108749 Revision L Date March 2019

WARNING, CAUTION, INFORMATION, AND TIP ICONS

This document includes Warning, Caution, and Information where appropriate to point out safety related or other important information. Not all of these icons may appear in this document. Also included are tips to point out useful hints. The corresponding symbols should be interpreted as follows:

⚠️ Electrical warning icon indicates the presence of a hazard which could result in electrical shock.

⚠️ Warning icon indicates the presence of a hazard which could result in personal injury.

⚠️ Caution icon indicates important information or warning related to the concept discussed in the text. It might indicate the presence of a hazard which could result in corruption of software or damage to equipment/property.

ℹ️ Information icon alerts the reader to pertinent facts and conditions.

💡 Tip icon indicates advice on, for example, how to design your project or how to use a certain function.

Although Warning hazards are related to personal injury, and Caution hazards are associated with equipment or property damage, it should be understood that operation of damaged equipment could, under certain operational conditions, result in degraded process performance leading to personal injury or death. Therefore, fully comply with all Warning and Caution notices.
# Table of Contents

NOTICE ............................................................................................................................................................................. 2  
SOFTWARE ........................................................................................................................................................................... 2  
TRADEMARKS ......................................................................................................................................................................... 2  
WARNING, CAUTION, INFORMATION, AND TIPICONS ........................................................................................................ 2  

1. About This User Manual ................................................................................................................................................................. 5
   1.1. General .................................................................................................................................................................................... 5
   1.2. User Manual Conventions ............................................................ .................................................................................................... 5
   1.3. Terminology ............................................................................................................................................................................. 5

2. My Control System ........................................................................................................................................................................... 6
   2.1. Introduction ............................................................................................................................................................................... 6
   2.2. Registration of users ............................................................................................................................................................... 6
   2.3. Customer roles in myABB/My Control System .................................................................................................................... 6
   2.4. How to login to myABB/My Control System ....................................................................................................................... 7
   2.5. The Demo Tour of myABB/My Control System ................................................................................................................... 8
   2.6. User preferences ................................................................................................................................................................. 8
       2.6.1. Personal contact information ................................................................................................................................. 8
   2.7. How to change your password ................................................................................................................................. 10
   2.8. How to configure your screen layout .......................................................................................................................... 11
   2.9. The Navigation Menu ....................................................................................................................................................... 12
   2.10. The Contact Us widget .................................................................................................................................................. 12
   2.11. Auto-notifications .......................................................................................................................................................... 13
       2.11.1. Introduction ............................................................................................................................................................. 13
       2.11.2. Configuration of auto-notifications .......................................................................................................................... 14
       2.11.3. Control System Family auto-notifications ............................................................................................................ 16
       2.11.4. Control System Related (Premium) auto-notifications ........................................................................................ 19
       2.11.5. Control System Services documentation auto-notifications ........................................................................ 20
       2.11.6. Control System Industries documentation auto-notifications ........................................................................ 21
       2.11.7. System Service Files auto-notifications ........................................................................................................... 22
       2.11.8. New report auto-notifications ............................................................................................................................. 23

3. The myABB business portal Dashboard ...................................................................................................................................... 24
   3.1. Introduction ............................................................................................................................................................................... 24
   3.2. Services and information available on the myABB Dashboard ........................................................................................ 24
   3.3. Dashboard - The Welcome widget .......................................................................................................................................... 25
   3.4. Dashboard - The My Control System widget ................................................................................................................... 26
       3.4.1. My Control System – Favorites .................................................................................................................................. 27
   3.5. Dashboard - Recent Reports ............................................................................................................................................... 28

4. The My Control System - Site Details page .............................................................................................................................. 30
   4.1. Introduction ............................................................................................................................................................................... 30
   4.2. How to navigate to the Site Details page ........................................................................................................................... 30
   4.3. Services and information available on the Site Details page ........................................................................................ 32
   4.4. Site Details - System Status ................................................................................................................................................. 32
   4.5. Site Details – Control System Scoring ................................................................................................................................... 33
   4.6. Site Details – Site Service Summary .................................................................................................................................. 35

5. The My Control System - System Details page .......................................................................................................................... 37
   5.1. Introduction ............................................................................................................................................................................... 37
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.2. How to navigate to the System Details page</td>
<td>38</td>
</tr>
<tr>
<td>5.3. Services and information available on the System Details page</td>
<td>39</td>
</tr>
<tr>
<td>5.4. System Details – Contacts information</td>
<td>40</td>
</tr>
<tr>
<td>5.4.1. ABB Local Service Contact</td>
<td>40</td>
</tr>
<tr>
<td>5.4.2. Control System Administrator</td>
<td>41</td>
</tr>
<tr>
<td>5.4.3. Maintenance Engineers</td>
<td>42</td>
</tr>
<tr>
<td>5.4.4. Partner Contacts</td>
<td>43</td>
</tr>
<tr>
<td>5.5. System Details - Automation Sentinel</td>
<td>44</td>
</tr>
<tr>
<td>5.6. System Details - Licenses</td>
<td>45</td>
</tr>
<tr>
<td>5.7. System Details - Cyber Security/Cyber Security Premium</td>
<td>47</td>
</tr>
<tr>
<td>5.8. System Details - Documentation</td>
<td>48</td>
</tr>
<tr>
<td>5.8.1. Control System Related Documentation</td>
<td>48</td>
</tr>
<tr>
<td>5.8.2. Control System Family Documentation</td>
<td>51</td>
</tr>
<tr>
<td>5.8.3. Industries documentation</td>
<td>52</td>
</tr>
<tr>
<td>5.8.4. Services documentation</td>
<td>52</td>
</tr>
<tr>
<td>5.8.5. Video Library</td>
<td>53</td>
</tr>
<tr>
<td>5.9. System Details - System Service Files</td>
<td>54</td>
</tr>
<tr>
<td>5.10. System Details - System Software</td>
<td>54</td>
</tr>
<tr>
<td>5.11. Advanced Search for documents/software/videos</td>
<td>55</td>
</tr>
<tr>
<td>5.12. System Details - Training/Web Coach/Web Tech Talk</td>
<td>57</td>
</tr>
<tr>
<td>6. My Control System - Advanced Services in System Details page</td>
<td>59</td>
</tr>
<tr>
<td>6.1. Introduction</td>
<td>59</td>
</tr>
<tr>
<td>6.2. Advanced Services and information available on the System Details page</td>
<td>59</td>
</tr>
<tr>
<td>6.3. How to collect and upload system data file</td>
<td>60</td>
</tr>
<tr>
<td>6.4. System details – System Status</td>
<td>61</td>
</tr>
<tr>
<td>6.4.1. Online System Scan – Performance</td>
<td>63</td>
</tr>
<tr>
<td>6.4.2. Online System Scan - Lifecycle</td>
<td>64</td>
</tr>
<tr>
<td>6.4.3. Online System Scan – Software</td>
<td>64</td>
</tr>
<tr>
<td>6.4.4. Online System Scan - Security</td>
<td>65</td>
</tr>
<tr>
<td>6.4.5. Online System Benchmark - Performance</td>
<td>66</td>
</tr>
<tr>
<td>6.4.6. Online System Benchmark/Fingerprint - Lifecycle</td>
<td>69</td>
</tr>
<tr>
<td>6.4.7. Online System Benchmark – Software</td>
<td>71</td>
</tr>
<tr>
<td>6.4.8. Online System Benchmark – Security</td>
<td>72</td>
</tr>
<tr>
<td>6.5. Benchmark/Fingerprint/Health Check report documents access</td>
<td>73</td>
</tr>
<tr>
<td>6.6. System Details – Security Update Service</td>
<td>78</td>
</tr>
<tr>
<td>6.7. System Details – Control System Monitoring</td>
<td>79</td>
</tr>
</tbody>
</table>

**Appendix**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Appendix A: Table of Figures</td>
<td>82</td>
</tr>
<tr>
<td>8. Appendix B: Different document kinds available in My Control System</td>
<td>85</td>
</tr>
<tr>
<td>9. Revisions</td>
<td>87</td>
</tr>
</tbody>
</table>
1. About This User Manual

1.1. General
This User Manual describes the current functions of the myABB/My Control System web portal. It provides information about the navigation and the configuration of the My Control System portal for ABB control system customers.

1.2. User Manual Conventions
Microsoft Windows conventions are normally used for the standard presentation of material when entering text, key sequences, prompts, messages, menu items, screen elements, etc.

1.3. Terminology
The acronyms listed in Table 1 below are used in this user manual.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SID</td>
<td>This is the unique identity for a Control System used by the software license register. The System Identity abbreviation is always written close to the digits, e.g. SID1234.</td>
</tr>
<tr>
<td>SPDC</td>
<td>Service Product Data Collector. This tool is used for collecting system data from the installed control system at the site.</td>
</tr>
</tbody>
</table>

Table 1: Table of acronyms
2. My Control System

2.1. Introduction

The myABB/My Control System customer self-service tool offers you a single point of online access to information, services and service contacts for the ABB family of control systems and all ABB products. ABB offers you the best automation lifecycle support possible with solutions tailored to your needs. MyABB/My Control System helps you to optimize your control system performance and run your plant performing at a high level to meet production needs - all online, whenever it is the most convenient for you.

MyABB/My Control System provides documentation and services suitable for your purchased ABB control system products and services. In myABB/My Control System application you find information, service and support deliverables to support your ABB control systems. It is the centralized tool and the secure user portal for control system management and control system diagnostics.

MyABB/My Control System is built in layers and each layer has a set of widgets. The top layer is the myABB business portal Dashboard and delivers you general information. This is also the layer to find information about your installed control systems.

My Control System widget found on the myABB Dashboard layer is your main access point to functionalities of myABB/My Control System. This is the widget where you select a control system and drill down to get tailored services for your selected control system.

Every widget provides access to different functionality for specific services. Different filtering options allow you to be flexible and precise in your search for our services.

This user manual provides details on how the different My Control System widgets can help you manage your control systems.

2.2. Registration of users

MyABB/My Control System is available for all ABB control systems customers. For proper access management, all users have to be assigned to their company and their installed base through a registration process. If you or your colleagues are not yet registered for myABB/My Control System, please fill in and submit a request for Service available via this URL:

https://new.abb.com/control-systems/service/offerings/my-control-system

2.3. Customer roles in myABB/My Control System

In myABB/My Control System you are authorized to perform certain actions, depending on the role assigned to you. As a user you can take on the role of a Control System Administrator (primary customer responsible for the control system SID) or a Maintenance Engineer (working with maintenance/pro-active actions for the control system SID). This user manual will inform you where the views differ, and which actions your role is authorized to perform.
2.4. How to login to myABB/My Control System

To access the myABB/My Control system application, please navigate to https://myportal.abb.com and login using the login dialog or log in via www.abb.com.

An E-mail with access details is sent to you after processing your registration request.

When logging in to the web portal for the first time, you will be informed about the My Control System Terms and Conditions. To access My Control System application, you need to accept these Terms and Conditions. Once logged in, you can review the My Control System Terms and Conditions, as well as the Privacy policy by clicking the User icon, found in the top-right corner of the Dashboard.

Figure 1: Login to myABB-portal

Figure 2: Access to Privacy Policy and Terms and Conditions
2.5. The Demo Tour of myABB/My Control System

Learn more about the myABB/My Control System Portal by taking a demo tour or browse through the user guides, please see Figure 3. Press the Show demo button and select My Control System and your preferred language in the drop-down list for a demonstration of myABB/My Control System application and widgets.

![Learn More About myABB business portal](image)

Figure 3: Learn More about the myABB Portal, with a demonstration of myABB My Control System

After selecting a demonstration of myABB/My Control System, you can take the tour guiding you through the different functionalities of myABB/My Control System or select “Explore by myself” to freely explore myABB/My Control System, see Figure 4. Please note that you will have restricted access to the myABB/My Control System deliverables in demo mode.

![myABB business portal demos](image)

Figure 4: Take the demo tour of My Control System or choose to “Explore by myself” and access to a full list of available demos

2.6. User preferences

My Control System has a set of settings enabling you to customize the information and views to best suit your needs. The below subsections inform you on how you can configure your personal settings and make the most out of My Control System application.

2.6.1. Personal contact information

Click on the User Preferences icon, see Figure 5, in the top-right corner of the page to show and edit the information for your user account.
Navigating via the user preference icon directs you to the tabs **Personal settings**, **My company** and **Messages**. *(covered in chapter: System Details page)*

![Image of user preference icon](image1.png)

**Figure 5: The user preference icon**

In the **Personal settings** tab (Figure 6), you will find your personal information. Here you can also set your preferred language and edit your personal information.

![Image of user preferences and personal settings tab](image2.png)

**Figure 6: User Preferences and Personal settings tab with Personal Information and Navigation Settings**

The **My Company** tab in Figure 7 lists contact information about your company. In case the information should be wrong or needs to be updated, you can change the contact information by pressing the **Request change** button.
2.7. How to change your password

Please use the link at the log in page to change your password (Figure 8). Please note that your password is valid for one year.
2.8. How to configure your screen layout

Widget sizes, screen position and visibility can be configured by clicking the icon in the top-right corner of the myABB Dashboard, please see Figure 9 and saved as part of your personal settings.

![Figure 9: ‘Configure widgets’ icon](image)

Figure 9: ‘Configure widgets’ icon

Figure 10 below shows how the widgets displayed in myABB/My Control System can be changed in size and location at your screen to fit your preferences.

![Figure 10: How to configure widgets displayed on the Dashboard](image)
2.9. The Navigation Menu

The Navigation Menu, shown in Figure 11, can be found in the top left corner of the screen and enables easy access to other deliverables offered by the myABB Portal and is accessible from all views in the myABB/My Control System application.

Figure 11: The Navigation Menu icon

2.10. The Contact Us widget

The Contact Us widget, shown in Figure 12, is used for general questions which you cannot direct to your control system contacts available via System Detail page (see Contacts section under System Details page). You can contact a specific industry area or a country center.

Figure 12: The Contact Us widget
2.11. Auto-notifications

2.11.1. Introduction

Auto-notifications have to be set up by each user individually. You can set up the auto-notifications via the User Preferences menu available via the user icon in the top right corner.

Figure 13: Set up of auto-notifications via User preferences

Once the auto-notifications are set up, the notifications can be viewed online via the bell icon and/or as received email notifications.

Figure 14: Online access to notifications via bell icon

Figure 15: Online notifications with date filtering capability
NOTE! Basic rules for auto-notifications:

1) All users will be notified about new public documents.

2) Users with Active Automation Sentinel systems (i.e. being a Contact for a control system SID with active Automation Sentinel subscription) will additionally receive:
   - Notifications on new premium documents for respective control system family
   - Notifications on new software for respective control system family

3) Notifications on new documents (public/premium) are provided with documentation links for direct access.

4) Notifications on new software are provided as information where the software can be downloaded from System Details page via System Software/Software downloads.

2.11.2. Configuration of auto-notifications

The auto-notifications are configured via the User Preferences under the selection Preferences.

In the Message tab, you can configure your personal auto-notification settings. In section Messages/ General settings you can choose if you want to get your auto-notifications sent via email and/or via the web site, see Figure 17.
Online notification messages are updated continuously. Set the email frequency of how often you would like to receive your updates per email, see Figure 18.

In section Messages/My Control System you can view the existing auto-notification configurations via the Edit option, and you can add a new one by clicking Configure a new notification (Figure 19).
2.11.3. **Control System Family auto-notifications**

All users can set up notifications for system families and system versions documentation.

**NOTE!** The basic rules for auto-notifications are described in chapter 2.11.1 Introduction
Figure 20: Selection of Control *System Family* Documentation

Figure 21: Selection of system family
Figure 22: Selection of system version if applicable

Figure 23: Selection of Document types, see Appendix B for document kinds per document types in My Control System.
In addition, document language and e-mail frequency (in case of deviation from the selection within General settings section) can be selected for the auto-notification.

2.11.4. Control System Related (Premium) auto-notifications

For control systems with valid Automation Sentinel subscription, you can configure system related auto-notifications. These will contain system related notifications on new premium/public documentation and software based upon the control systems’ licenses (licenses for system/industries functions and/or services).

The control systems available for these premium auto-notifications are available in the drop-down menu for All my Control Systems with active Automation Sentinel, please see Figure 24.

Figure 24: Configuration of System related auto-notifications for all/selected control system SIDs (select via pull down list) with active Automation Sentinel subscriptions
2.11.5. Control System Services documentation auto-notifications

You can set up an auto-notification for new services documentation for a control system family. Please see Figure 25 for the different possibilities available for you to configure the notification.

NOTE! The basic rules for auto-notifications are described in chapter 2.11.1 Introduction

![Edit notification settings](image)

Figure 25: Configuration of auto-notification for control system Services documentation
2.11.6. **Control System Industries documentation auto-notifications**

You can set-up an auto-notification for a selected industry. Please see Figure 27 for the different possibilities available for you to configure the notification.

NOTE! The basic rules for auto-notifications are described in chapter 2.11.1 Introduction
2.11.7. System Service Files auto-notifications

You can be notified in case you or your ABB contacts have uploaded, deleted or updated content at System Services files for a specific control system, please see Figure 28 for more details on how to configure the notification. This service is available for all your ABB control systems.
2.11.8. New report auto-notifications

You can configure an auto-notification that notifies you when a new system report (Benchmark/Fingerprint/System Health Check) is ready and delivered for the installed control system where you are set as Contact. The web message and/or email notification informs you on which system report is ready.

Please find more information about Advanced Services in 6 My Control System - Advanced Services in System Details page.

This auto-notification can be configured for any control system where you are put as Contact independent of the control system Automation Sentinel status. You will always be notified when a system report is created from a system data file uploaded by you.
3. The myABB business portal Dashboard

3.1. Introduction

The myABB business portal Dashboard is the central navigation page of the myABB web portal. This is the landing page when user logs in via www.abb.com login dialog or uses the direct link https://myportal.abb.com

The Dashboard breadcrumb can be used to access this page from any webpage within the portal.

At the Dashboard you find widgets directing you to more information about all our offerings and deliverables of myABB/My Control System for your selected system, please see Figure 30 for the full view.

![myABB business portal Dashboard](image)

**Figure 30: The myABB business portal Dashboard**

3.2. Services and information available on the myABB Dashboard

In the My Control System widget all of the sites/control systems where you are put as contact will be listed. The following services are available via the widgets on the myABB business portal Dashboard page.

- Navigate to further details about your chosen site or control system by selecting them in the My Control System widget.
- The My Control System Welcome widget grants you access to Control System Documentation, more information about services for distributed control system, Forums for questions and answers, the
- myABB My Control System User Manual and user guide videos with key features of myABB/My Control System.

- Get your recently generated reports in the Recent Reports widget

- Use Contact us widget for general information about ABB. For more specific information, we encourage you to contact one of you ABB Local Service Contacts listed on the My Control System - System Details page.

- See upcoming training opportunities

- Access other services provided by the myABB portal in the Other Services widget

- Use the Show demo functionality in the widget Learn More About myABB business portal. Select My Control System and then Take the Tour or Explore by Myself

### 3.3. Dashboard - The Welcome widget

In the Welcome widget you will find

- Link to Control System Documentation which presents all documentation available for users without any pre-filtering.

- Link to Control Systems forums for questions and answers about the ABB family of control systems. The link directs you to Control Systems Application and Knowledge Store

- More information about ABB services for distributed control system

- Link to user manual and user guide videos explaining key features of auto-notifications and document search in myABB/My Control System, see Figure 31. NOTE! If user has no SIDs assigned, videos will not be available in the widget.

---

**Welcome to My Control System**

The myABB/My Control System portal offers you a single point of online access to information, services and service contacts for the ABB family of control systems and all ABB products. Please select the Control System Identity (SID) in the My Control System widget for system specific documentation and services.

Access to general publications
- Control System Documentation
- Services for distributed control systems

For a quick start, watch these short videos
- Autonotifications
- Document search

How to use myABB/My Control System
- End user Manual

Need to ask a question?
- Control Systems forum

---

Figure 31: The Welcome widget
3.4. Dashboard - The My Control System widget

The *My Control System* widget directs you to information, services and support for your installed control system. Additionally, you use this widget to easily access Site Details page and System Details page, which offer more detailed information about your site / SID respectively. Search the site/control system you want to access by the categories in the drop-down list or use the scroll bar. To view the site details page, click on the site name in the left side in the list. To view the system details of a control system, click on the system name listed in the right side in the list, see Figure 32.

![Figure 32: The My Control System widget. Clicking on the blue names will redirect you to Site Details or to System Details pages](image)

The bar graph next to your system name displays a quick and graphical view of the latest status check of your control system. You can define the type of check (Performance, Software, Security) you want to be displayed via the settings button in the top right corner of the widget, please see Figure 33.

**NOTE!** Visibility of the bar graph requires upload of system data file with data of the selected category for the control system SID.

![Figure 33: Selection of system status chart category for the bar graph to be visible in My Control System widget for the control system SID](image)
The My Control System widget gives you the opportunity to group systems with your personal labels, please see Figure 34. Use the *Add labels* functionality for a quick search path to your tagged systems by using the option *Labels* in the drop-down list. Your personal labels can be used in the search field. To add multiple labels, separate them with comma.

![Figure 34: Editing labels in the My Control System Widget](image)

### 3.4.1. My Control System – Favorites

In the My Control System widget the list of control systems shows:

- All control system SIDs where user is put as Contact
- Only control systems which user has marked as Favorite

User has the possibility to mark control system SIDs as favorites by clicking on the star-icon in the list. The star-icon will change from an outline to colored shape indicating that the SID has been added to user’s favorites.

In case only favorites shall be shown for user in the My Control System widget - use the wheel icon to access the My Control System widget settings.

![Figure 35: Selection of “Show only favorite SIDs” in the My Control System widget.](image)
3.5. Dashboard - Recent Reports

The Recent Reports widgets will contain reports generated for the control systems for which you are put as Contact for a time period of three month back.

*System reports* will get you to full page view of published reports for the listed control system SID and *Show all reports* directs you to the full-page view of all published reports for all of the control systems where you are put as Contact, see Figure 36.

![Figure 36: Entry point to full page Reports widget in myABB/My Control System](image)

Press the grey tags for a direct link to the reports listed per category in the *Recent report* widget, see Figure 37.

![Figure 37: The Recent Reports widget.](image)

![Figure 38: Category tags that directs you to the recent Performance/Software/Security reports.](image)
Press the *Show all reports* to view all reports for all your registered control systems, please see Figure 39. At the full-page view of *Show all reports* you can filter by *Category* and select Performance, Software, Security and Lifecycle. Having selected a category, you can then select the Report type you want to view.

Figure 39: Full page *Reports* widget view

In addition to filtering by Category, you can also filter by System Family, Recorded date, Generated date and system identification (SID, in the top-left corner). Furthermore, you can set up your column view through the settings button in the top-right corner, please see Figure 40.

Figure 40: Full page view of the *Reports* widget setup of visible columns

Find out more about reports and diagnostics in following sections on Site Details page and System Details page.
4. The My Control System - Site Details page

4.1. Introduction
The My Control System Site Details page provides services and information in the context of the selected site, or multiple sites. It can also work in the context of a few SIDs selected from one or more sites or even in context of a single control system SID.

4.2. How to navigate to the Site Details page
Select and click on a site name in the My Control System widget to access this page, see Figure 41.

![My Control System widget]

Figure 41: The My Control System widget, just click on a control system site to navigate to the Site Details page

To view another site than the initially selected one via the My Control System widget, please click the Site and System Selector on top of the Site Details page and a new popup will be displayed, allowing you to select another site or combination of sites. You can in addition select if all listed control systems should be part of the selection or if only the selected favorites as shown in Figure 42 and 43.
Figure 42: Pull down list for site selection

Figure 43: Selection of sites/control systems in Site Details page
4.3. Services and information available on the Site Details page

At this page you may find:

– Site System Status, allowing you to quickly check status of systems belonging to the selected site
– Control System Scoring, offering you quick summary of the Site
– Site Service Summary, presenting the subscriptions purchased for the systems on the site.

4.4. Site Details - System Status

The Site System Status allows you to geographically find specific SIDs within the selected site, allowing you to quickly check their status by clicking on pin, once their data is collected. You can find specific SID by using the search field or by clicking one of the pins on the map. If the map is zoomed out, the pin may have a number displayed on it. The number indicates how many SIDs are in that location. To select a specific SID, you can either click on location to get a popup with list of SIDs in that location. Select the specific SID from the list or zoom in the map until individual pins become visible for selection.
You can find specific SIDs by using the highlighted search function or click on a purple pin found on the map.

In the top-right corner of the widget, you will find two additional icons – the square icon, which maximizes the widget and the gear icon which provides information about the widget and visibility toggle to hide the widget. After a SID is selected, you can click 'Go to SID details page'-button at the bottom of the widget to go the System Details page.

The Control System Administrator can update/add the SID’s geographical location by adding the SID geo-coordinates in the Site System Status widget.

4.5. Site Details – Control System Scoring

The Control System Scoring widget shows the results of the analysis for the selected control system SIDs. This is available based upon collected data for the categories Performance/Software/Security/Lifecycle. Change of categories is performed via pull down list. The list is sorted in descending order, based on the percentage of errors detected, see Figure 46. If no data was collected for the systems, the widget will display information on how to populate the widget with data, see figure 47.
Figure 46: The *Control System Scoring* widget. You may change the category by selection from highlighted dropdown list.

By clicking the control system’s name, you can go directly to System Details page for that system. In the top-right corner of the widget you may find the gear icon which provides information about the widget and visibility toggle to hide the widget.

Figure 47: The *Control System Scoring* widget display before any collected data has been uploaded for any of the site(s)/control system(s).
4.6. Site Details – Site Service Summary

The Site Service Summary widget gives an overview of Automation Sentinel level/status and Advanced Services coverage for the selected site(s) and their control system SID(s).

![Site Service Summary Diagram](image)

**Figure 48: Site Details page – Site Service Summary for Automation Sentinel**

By selecting Details, the Automation Sentinel Details widget will be visible, see figure below. In this widget filter is pre-set based upon selection of Details in the Site Service Summary. By removing the filter any other combination of or all program modes can be made visible.

Results can be exported to Excel by the Export to Excel-button located in the lower part of the widget.

![Automation Sentinel Details Widget](image)

**Figure 49: Automation Sentinel Details widget – with pre-set filter for program level Automation Sentinel Maintain (Level) and Active (Status).**
Also, Advanced Services summary is available in the Site Service Summary widget under the Advanced Services tab, see Figure 50. Dark blue color indicates that the service has been performed and that the report is created. Light blue color indicates the report has not yet been created although pre-conditions are met.

Figure 50: Site Details page – Site Service Summary for Advanced Services

By selecting an individual service, the Advanced Services Details widget for the selected service is shown. More filtering criteria are available for user such as Country, Company, GUID, Site, Control System, Status, Valid to and Created.

In addition, the Advanced Services Details content can be exported to Excel.

Figure 51: Advanced Services Details widget for Fingerprint
5. The My Control System - System Details page

5.1. Introduction

The System Details page (Figure 53) provides services and information in context of the selected system. At this page you find System related documentation, Software Downloads, Cyber Security, System Status, License details, training and other details related to the selected control system. Some content is depending on Automation Sentinel and Advanced Services status for the control system and the system identification number (SID). Automation Sentinel deliverables are indicated by ☑.

Figure 52: System Details page
5.2. How to navigate to the System Details page

Select and click on a control system SID at the My Control System widget to access this page, see Figure 54.

![My Control System widget](image)

Figure 53: The My Control System widget, just click on a control system’s name to navigate to the System Details page for that control system.

To view another system than the initially selected one via the My Control System widget, please click the System Selector on top of the System Details page and a new popup will be displayed, allowing you to select another SID as shown in Figure 55.
5.3. Services and information available on the System Details page

This System details page provides information about:

- Automation Sentinel license status
- Documentation
  - In Control System Documentation (with premium content in case of active Automation Sentinel for SID of this control system family)
  - In System Related Documentation, where documentation has been pre-filtered based upon the control system configuration of the selected control system. System Software (public and premium content)
- Software
  - Software Downloads, where software can be downloaded based upon the licenses for the selected control system (requires active Automation Sentinel)
- Video Library
- System Status
- Training
- Cyber Security/Cyber Security Premium (requires active Automation Sentinel)
- Licenses (Software- and Advanced Services licenses)
– ABB Local Service Contact
– ABB Partner Contacts
– Control System Administrator
– Maintenance Engineers

Services and information on the System details page are available in dedicated widgets where more extensive information is available via linked full-page widgets which are described in the following sections.

Please see Figure 56: The My Control System Details page for the graphical view of System Details page.

![Figure 55: The My Control System Details page](image)

### 5.4. System Details – Contacts information

#### 5.4.1. ABB Local Service Contact

ABB Local Service Contact is the first point of contact in the ABB local service organization. This person can give you additional information regarding anything related to your installed control system.

Click on e-mail address or call the phone number to contact this person.

If you find that the information about the ABB Local Service Contact should be updated, please contact the Control System Administrator for your control system. The Control System Administrator has the right to request change so that the information can be updated by ABB.
5.4.2. Control System Administrator

Control System Administrator is the customer primary contact person for the installed control system. The Control System Administrator is given the right to request change so that information can be updated by ABB. If empty or completely wrong – contact your ABB Local Service Contact for performing this change.
5.4.3. Maintenance Engineers

Maintenance Engineers are customer users performing maintenance activities for the installed control system. In case Maintenance Engineer users are missing the Control System Administrator for the selected control system can request adding more users as Maintenance Engineers. This will be updated by ABB and reflected in the Maintenance Engineers information field.
5.4.4. Partner Contacts

A third-party partner might be providing maintenance and Advanced Services for your control system after approval from end user company. Partner Contacts are shown as Partner - Main Contact and Partner - Additional Contacts in this situation.

ABB Authorized Value Provider Partner company is indicated by the partner program logo.

After individual channel partner contacts have been certified by ABB to perform selected services, the certification levels for the partner contacts are shown aside with their names.

Advanced Services certification levels:
- FAT/SAT
- Benchmark
- Fingerprint
- Health Check
5.5. System Details - Automation Sentinel

Automation Sentinel is ABB’s subscription-based lifecycle support program aimed at providing services for the maintenance and evolution of the ABB installed base of control systems.

For more information about Automation Sentinel program use link https://new.abb.com/control-systems/service/offerings/service-agreements/automation-sentinel-program

For new control systems, Control System Administrator can request an Automation Sentinel trial period of 3 months. The trial period can only be requested once and during the period the following functions are available for this control system SID:

- Premium documentation
- System related documentation
- Cyber security premium
- System Benchmark
- Web Coach
- Web Tech Talk

The Automation Sentinel widget provides information about the current level of the program for the selected system, subscription status and the expiration date for the Automation Sentinel license, please see Figure 61
Figure 61: Automation Sentinel subscription is expired but within the grace period. Only available when Continuous Renewal is part of the Automation Sentinel subscription.

During grace period of 3 months, software downloads and benchmark report generation are not available.

It is ABB’s recommendation to our customers that their installed control systems are covered with active Automation Sentinel subscriptions for the best automation lifecycle support.

Use the links and buttons to download the subscription document. Premium deliverables are marked with a green dot next to them.

5.6. System Details - Licenses

The Licenses widget provides information about software licenses and service subscription licenses for the selected control system SID. Get more details about included license features by clicking the arrow in front of each License number, please see Figure 63.
“Registered” licenses are licenses which are to be activated by ABB personnel. Please contact the ABB Local Service Contact listed on the System Details page in case the license is not "Active”.

“Active” licenses can be downloaded. Click the button Download license key to download the license key for the control system. Save it on a removable storing device, to be able to upload the license key into the control system.

Similarly, you find your license status of Lifecycle Services – Advanced Services by clicking the arrow and expanding the field for more information. If your license status is “Expired”, please contact your ABB Local Service Contact listed on the System Details page to renew the license.
5.7. System Details - Cyber Security/Cyber Security Premium

The Cyber Security widget delivers you general information about Cyber Security and Security advisories with the latest information related to latest known security issues published by ABB.

Figure 63: The Cyber Security widget

As part of our Automation Sentinel premium deliverables, Cyber Security Premium is available and gives you in addition to the general information also access to:

- Validation results and downloadable qualified third-party security updates (monthly following Microsoft’s security update cycle and additionally when necessary)
- Daily verification results of McAfee ePO policies
- Daily verification results and downloadable of Symantec antivirus definition file

Cyber Security Premium accessible deliverables are based upon control system family for the SID.

Figure 64: The Cyber Security Premium widget
5.8. System Details - Documentation

The Documentation widget is organized in four subsections: System service files, System Related Documentation, Control System Documentation and Video Library. System Related Documentation is offered as part of your Automation Sentinel subscription.

Documentation can be filtered via document types. The document types are groups of ABB Library document kinds. For details - see appendix B.

Documents are classified as Public or Premium, please see Figure 66. Public documentation is available for all users of myABB/My Control System. Premium documentation is additional documentation offered to you as part of the Automation Sentinel premium delivery.

NOTE! Basic rules for access to premium documentation:

1) User has to be contact for control system SID with active Automation Sentinel which is of a control system family. For this control system family premium content will be available in Control System Documentation and System Related Documentation. This is valid also for Industries- and Services premium content.

2) User is contact for control system of specific control system family that is not covered by active Automation Sentinel subscription. In this case only public documentation for this control system family and other control system families (also these without active Automation Sentinel) is available for the user in Control System Documentation. Neither is System Related Documentation available for these control system SIDs.

For additional information please contact your local ABB representative.

![Figure 65: Documents are classified as Public (green tag) or Premium (blue tag)](image)

5.8.1. Control System Related Documentation

System Related Documentation is offered as part of your Automation Sentinel premium delivery and provides documentation customized for your selected control system. The System Related Documentation is documentation tailored based upon your installed control system configuration.

In addition to accessing the latest control system documentation about your system you can also view premium documents for other control system versions of your installed control system family.

Entering the full page of System Related Documentation myABB/My Control System provides pre-filtered documentation tailored to deliver you the most relevant and important documents for your selected system. In addition, the documentation in this view is filtered by published date, i.e., the control system version release date. The publish date filter gives you all documentation for the selected system from the date the system was released. All documentation is given in English as well as in your preferred language. By default, documentation is presented in a list view, please see Figure 67. To remove the filters, just press the x at the filter tag.
System Related Documentation has a range of filter possibilities to enable you to specify your search. All filter tabs described below give you the flexibility to narrow down your search just as you need. Having selected one filter in one tab, the selection stays and will only be removed by pressing the x at the filter tag.

The tab Text search gives you the possibility to search on document title, document identification or a free text search. Place "*" at end of search term in case of not full search expression is entered.

The filter tab System ID will list all other control systems with active Automation Sentinel to which you have access and you can change or add the SID ID to the control system SID for which you would like to find documentation about.

To get quick access to one or several document types, click the Document Type tab and select needed filter.

The tab System family / version allows you to view documents for all ABB system families and versions.

At the Language tab you can specify your search on document language.

The Publish date tab enables you to specify a publish date range you need your documentation to be within.

You are also given all documentation in English as well as documentation in your preferred language. By default, documentation is presented in a list view.

![Figure 66: Full page list view of System Related documentation](image)

To view documentation in a tree view, which allows a categorization of documents according to control system family areas, please select Tree in the drop-down list at the right-hand side. The tree is expanded by clicking the tree icon, please see Figure 68.
Figure 67: Selection of Tree view via icon available in the upper right corner in the System Related documentation widget

NOTE! In case you are searching for a specific document identity, document name or phrase and you cannot find the expected content, please narrow down your filters and re-apply the search.

Example 1:  If expected search result is a manual – please use Document type = Instructions and Manuals or use sub selection Document kind = Manual filter.

Example 2:  If expected search result is related to Advant OCS Master control system family – use this filter.

In System Related Documentation it is also possible to get access to the Industry related control system documentation, as well as to Services documentation, please see the Section Industry Related Documentation or Services Documentation for more details.
5.8.2. Control System Family Documentation

*Control System Documentation* delivers public and premium documentation depending on control system family and the control system SIDs Automation Sentinel status. The filtering options are the same as for *System Related Documentation* but without the *System Related* filtering, please see Figure 70 and Figure 71.

NOTE! Basic rules for access to premium documentation described in 5.8 System Details – Documentation are applicable.

Figure 69: Full page list view of *Control System Family* documentation

Figure 70: Full page tree view of *Control System Family* documentation
Also, in Control System Documentation it is possible to get access to the Industry related control system documentation and the Service documentation, please see the Sections Industry related documentation or Service documentation for more details.

5.8.3. Industries documentation

Control systems might use specific industry application libraries or other industry specific functionality. Therefore, it is possible to access the control system related “Industries documentation” in the generic Control System Documentation and in System Related Documentation, please see Figure 72.

NOTE! Basic rules for access to premium documentation described in 5.8 System Details – Documentation are applicable.

Figure 71: Industries documentation tab

5.8.4. Services documentation

Find service-related documentation at System Related Documentation and Control System Documentation in the Service Documentation tab. Use the different filters offered at the filter tabs to view services documentation for the control system family or specify your search for service related documentation, please see Figure 73.

NOTE! Basic rules for access to premium documentation described in 5.8 System Details – Documentation are applicable.
5.8.5. Video Library

Video Library delivers all ABB available videos to you. In this widget you have the possibility to use the advanced search in the tab Text search, filter on System family / version, Language and Publish date, please see Figure 74.
5.9. System Details - System Service Files

System service files is available within the Documentation widget and is a space for file sharing between you and local ABB please see Figure 75: System Service Files where files can be shared.

Content can be uploaded and is available for all users independent of Automation Sentinel status for the control system SID. User can only delete their own uploaded files. In case other files uploaded to System Service Files are to be deleted – contact your ABB Local Service Contact.

Please note maximum allowable file size is 100MB and allowed file types are txt, pdf, doc, docx, xls, xlsx, ppt, pptx, gif, jpg, png and zip files.

Figure 74: System Service Files where files can be shared.

5.10. System Details - System Software

The System Software widget delivers you Automation Sentinel related software downloads for your selected system. The Software download is only available for control systems with active Automation Sentinel.

Here you find the software downloads based upon your selected control system’s software licenses. The filter Text search and Publish date are available to further search refinement for the selected control system. Use ‘*’ at the end of the search expression in case only part of Title or Document ID is provided as the text search expression.

In the full-page view of Software Downloads, results can be presented in a list view or in a tree view.

The default entry view is the list view, English as well as your preferred language and publish date of the release of your selected control system family version, please see Figure 78.
5.11. Advanced Search for documents/software/videos

The Advanced search is available in System Related Documentation, Control System Documentation, Video Library and Software Downloads. Click on the tab Text search to display the advanced search, please see Figure 77. In the Search field, the Full text search is set as default, but you can also select your search by Title or Document ID.

NOTE! Basic rules for access to premium documentation described in 5.8 System Details – Documentation are applicable.
In **Search mode** the mode **Exact Phrase** is set as default, but you can also choose to search by **All words** or **Any word**, please see Figure 78. The Advanced search is a text search of the ABB Library and based on your selected field search and mode search, it will look for document title, document number, ABB Library meta data or if the key word is in the document and display your results.

![Advanced Search and search phrase specification for Control System Family/System Related documentation](image1)

**Figure 77:** Advanced Search and search phrase specification for Control System Family/System Related documentation

![Advanced Search for Software Downloads/Video Library](image2)

**Figure 78:** Advanced Search for Software Downloads/Video Library

If the search expression in the Search field is not a complete word/title - please use "*" at the end of the search expression.
5.12. System Details - Training/Web Coach/Web Tech Talk

The Training widget consists of three subsections: Upcoming training, Recorded sessions and Training suggestions, please see Figure 80.

Upcoming training shows “Class room trainings” and “Virtual classroom trainings” as “Available trainings”. Web based training are listed as Web Coach and Web Tech Talk. Use the different tabs to specify your search on Course title or course number, Type of training, System family, Country and Language.

Figure 79: Full page view of Upcoming training.

At the ‘Type’ sub-tab of training you can filter your search on Web Coach and Web Tech Talk, see Figure 81.

Figure 80: You can narrow down your search results by using filters in ‘Types’ sub-tab

Available Training is class room training and virtual classroom training. After selecting this option, you can further filter the results based on for example country, language and system family to find the most appropriate training opportunity for you.

More information about ABB University Training is available via link
https://new.abb.com/control-systems/service/offerings/training/course-catalogue---abb-university
**Web Coach** sessions are live and interactive web sessions for control system maintenance and service personnel, run in local languages by ABB experts. A session consists of a 15 minutes presentation/demo followed by questions/discussions. The schedule is continuously updated with time and details of upcoming Web Coach Sessions. They are repeated on a regular basis.

More information on Web Coach is available via link https://new.abb.com/control-systems/service/offerings/training/web-coach

**Web Tech Talk sessions** are live and interactive web sessions run in English language by ABB experts, with focus on different technical topics ranging from basic to advanced knowledge of the control system. A schedule is continuously updated with date, time and details of upcoming Web Tech Talks. The duration is 60-90 minutes and the schedule is set up to cover different time zones.

Headset or loudspeaker/microphone is recommended for VoIP (Voice over IP, internet). Ordinary telephone line could be used as an option.

More information on Web Tech Talks is available via link https://new.abb.com/control-systems/service/offerings/training/web-tech-talks

An archive of Recorded Web Coach sessions, Web Tech Talks sessions and related Q&A are available under Recorded Sessions, please see Figure 82.

![Figure 81: The full-page view of Recorded sessions](image-url)
6. **My Control System - Advanced Services in System Details page**

### 6.1. Introduction

**myABB/My Control System** is the delivery platform for a number of Advanced Services from which you can visualize and analyze your control system performance, software, security and lifecycle status.

Most of the Advanced Services requires data collection from your installed control system. This data is then analyzed, and results are presented via **myABB/My Control System** online and/or in reports.

Collection of system data file from the installed control system at site is done using the SPDC data collection tool. The collected data is uploaded to **My Control System** manually or via automated remote connection. Visualization of analysis result is available in System Status widget or in report documents which are available for download or online reading.

### 6.2. Advanced Services and information available on the System Details page

Advanced services and information on the System details page is available in dedicated widgets where more extensive information is available via full page widgets- The full-page widgets allows you to filter results based upon a set of criteria.

Different levels of system status analysis are available. Some analysis results can be directly generated by user from **My Control System** where others require support from **ABB** and/or **ABB Authorized Value Provider** partners.

- **System Status pie-charts** – (online) visible in System Status widget. Available for all users independent of control system Automation Sentinel status.

- **Benchmark** – (online or in .pdf report document) – traffic light report which indicates upcoming issues. Benchmark is an automated control system check and is part of the Automation Sentinel premium deliverables.

- **Fingerprint** - (online or in .pdf report document) – compares the system analysis result with peak operating conditions. **ABB** outlines and recommends actions that deliver the greatest benefits first.

- **System Health Check** – (in .pdf report document) – includes detailed and comprehensive status analysis of both manual inspection - and automatically retrieved system data for maintaining high system availability and avoiding disruptions/interruptions in production.

In **Security Update Service** widget, the user can view the progress for automated updates of deliverables from Security Update Service. This service can daily distribute validated patches and anti-virus files to your customer sites (downstream server) in a secure, automated and controlled way using a secure source server (upstream server) located at **ABB**. Scheduled process can be fully automated without manual interaction.

Updates includes Microsoft security updates and Microsoft service packs, **McAfee** scan engines and virus definition files, Symantec scan engines and virus definition files. All updates are verified/reviewed by **ABB** for relevance and system compatibility with **ABB** control system software.

**Control System Monitoring** widget shows results of continuous monitoring of the control and automation systems. This is a must to ensure that they operate correctly, and issues are promptly identified and
corrected before system performance is degraded. The service provides proactive data analysis and notifications to greatly reduce time and effort needed to identify software, hardware, system and network performance issues.

More information about Advanced Services is available via link https://new.abb.com/control-systems/service/offering/advanced-services

6.3. How to collect and upload system data file

ABB and ABB Authorized Value Provider Partners do have access to the data collection tool Service Products Data Collector (SPDC). Please contact your local ABB or partner representative for collection of data from your installed control system.

After system data has been collected, the file can be uploaded manually to myABB/My Control System or set up for automated remote collection.

Manual upload can be done through one of the listed scenarios

- Via button in the System Status widget - when nothing has been uploaded before to this control system SID see Figure 83
- Via History or Upload system data file in the system status widget - when there are system data files already uploaded for this control system SID see Figure 84

![Figure 82: Upload system data file via button in System Status widget](image)
6.4. System details – System Status

In the System Details page for a selected control system (SID) the System Status widget gives all users possibility to upload a collected system data file for generation of online System Scan status. With an active Automation Sentinel subscription or a valid license for the control system – a System Benchmark (online or in .pdf format) can be generated in addition.

System Status online is delivered to you via the System Status widget. All users that have uploaded a system data file from their control system site will be able to view the online system status under categories:

- Performance
- Lifecycle
- Software
- Security
NOTE! The categories and content in the System Status widget might be varying depending on the control system family and/or depending on the content in the collected SPDC system data file.

For more detailed information please contact your local ABB representative.
6.4.1. Online System Scan – Performance

Performance scan consists of KPI checks which vary based upon the control system family.

Examples of KPI checks are
- System backup
- Connectivity
- Consistency
- Domain controller
- Licensing
- Network adapters
- Resources
- Service providers
- Settings – date and time
- Settings – network cards
- Time synchronization
- Windows errors

Figure 87: Online System Scan – Performance
6.4.2. Online System Scan - Lifecycle:
Lifecycle scan is determining the product lifecycle for the installed hardware products collected by the SPDC tool in the control system.

Product Lifecycle is indicated as
- Active
- Classic
- Limited
- Obsolete

For more information about lifecycle policy for distributed control systems use link
https://new.abb.com/control-systems/service/lifecycle-policy

Figure 88: Online System Scan - Lifecycle

6.4.3. Online System Scan – Software
Software scan is consisting of KPI checks which varies based upon the control system family.

Examples of KPI checks are:
- ABB software
- Microsoft software
6.4.4. Online System Scan - Security

Security scan is consisting of KPI checks which varies based upon the control system family.

Examples of KPI checks are:

- Computer Settings
  - Active Ports
  - Antivirus
  - Firewall
  - Installed Applications
  - Network Communication
  - Network Shares
  - Operating System Version
  - Services
  - Startup Items
  - Windows Security Updates

- Group Security Policies
  - Auditing
  - Interactive Logon
  - Network Access
  - Network Security
  - Passwords
  - Policy Enforcement
  - Recovery Console
  - System and Devices
  - System Cryptography
  - User Accounts
  - User Privileges
6.4.5. Online System Benchmark - Performance

The online Benchmark is available via the System Status widget in System Details page when selecting Details.

The Details matrix gives you a detailed view about your system's performance benchmark in an online format, based on the latest uploaded system data file to myABB/My Control System for the control system SID. The details matrix online for Performance corresponds to what is offered to you in a benchmark report.

You find the nodes of your control system displayed on the left-hand vertical column. Expand each section to get more information.

The KPIs that have been checked are listed at the top horizontal bar and grouped by category. Each category is expandable and filterable for a more detailed view about the KPI analysis results for the system performance benchmark.
You can compare two uploaded system data file reports with each other to see the variations. The comparisons are indicated by the colored arrows (up, straight, down). You can apply various filters in order to filter on details of your interest (e.g. previous warnings which have now passed).
Figure 92: Add report to compare with the existing online Benchmark result

Figure 93: System Benchmark – online comparison of results in two reports
Table 2 below explains what indicators are used to display the comparison of test status results.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Test status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green tick mark</td>
<td>Passed</td>
</tr>
<tr>
<td>Yellow warning sign</td>
<td>Warning</td>
</tr>
<tr>
<td>Red cross</td>
<td>Failed</td>
</tr>
<tr>
<td>Grey line</td>
<td>The test was skipped</td>
</tr>
<tr>
<td>Green arrow</td>
<td>No changes since last report, passed</td>
</tr>
<tr>
<td>Green arrow pointing upwards</td>
<td>Improved since report, passed</td>
</tr>
<tr>
<td>Yellow arrow pointing upwards</td>
<td>Improved from previous report, warning</td>
</tr>
<tr>
<td>Yellow arrow pointing downwards</td>
<td>Worsened since last report, warning</td>
</tr>
<tr>
<td>Red arrow</td>
<td>No changes since last report, error</td>
</tr>
<tr>
<td>Red arrow pointing downwards</td>
<td>Worsened since last report, error</td>
</tr>
</tbody>
</table>

Table 2: Status indicator and test status.

6.4.6. Online System Benchmark/Fingerprint - Lifecycle

The online Benchmark/Fingerprint for Lifecycle is available via the System Status widget in System Details page when selecting Details.

Difference between online Benchmark and online Fingerprint for Lifecycle is that:

- Benchmark is providing current year’s hardware product lifecycle status (Active, Classic, Limited, Obsolete…)
- Fingerprint is providing current year’s and two additional years’ forecast for the hardware product lifecycle status

The Details matrix gives you a detailed view about your system’s lifecycle benchmark/fingerprint, based on the latest uploaded system data file to myABB/My Control System for the control system SID. The details matrix for lifecycle corresponds to what is offered to you in a lifecycle benchmark report. For Fingerprint online – additional two years lifecycle forecast is provided

You find on top the overall pie chart for current year and tabs where the time frame can be changed to one of the next two upcoming years for online lifecycle fingerprint.

The hardware types, number of installations, lifecycle status, description and part number are listed in the full-page Lifecycle Status widget. Free text search filter is available for Type and Description field. Filtering is in addition available for one or many lifecycle status(es).
Figure 94: Online System Fingerprint – Lifecycle

Part number link is available per hardware type and exposes more detailed information for the hardware type.

Figure 95: Example part number linked information for the hardware type
6.4.7. **Online System Benchmark – Software**

The online Benchmark for Software is available via the System Status widget in System Details page when selecting Details.

The Details matrix gives you a detailed view about your system’s software status based upon the latest uploaded system data file to myABB/My Control System for the control system SID. The details matrix for software corresponds to what is offered to you in a software benchmark report.

You find the nodes of your control system displayed on the left-hand vertical column. Expand each section to get more information.

The KPIs that have been checked are listed at the top horizontal bar and grouped by category. Each category is expandable and filterable for a more detailed view about the KPI analysis results for the system software benchmark.

![Online System Benchmark – Software](image-url)

*Figure 96: Online System Benchmark – Software*
6.4.8. Online System Benchmark – Security

The online Benchmark for Security is available via the System Status widget in System Details page when selecting Details.

The Details matrix gives you a detailed view about your system’s security status based upon the latest uploaded system data file to myABB/My Control System for the control system SID. The details matrix for security corresponds to what is offered to you in a security benchmark report.

You find the nodes of your control system displayed on the left-hand vertical column. Expand each section to get more information.

The KPIs that have been checked are listed at the top horizontal bar and grouped by category. Each category is expandable and filterable for a more detailed view about the KPI analysis results for the system security benchmark.

Figure 97: Online System Benchmark – Security
6.5. Benchmark/Fingerprint/Health Check report documents access

User gets access to published reports in several ways from System Details Page.

In System Status widget:

- Report – exposes the latest available report document for the selected Category (Lifecycle/Performance/Software/Security). The latest report document can be of any Report type i.e. Benchmark or Fingerprint
- History - exposes all available reports of the selected Category in System Status widget

![System Status](image)

Figure 98: Report and History link to Reports full page widget from System Status widget
Figure 99: Example of latest available report of selected category in System Status widget for the selected control system SID

Figure 100: Example where History exposes all reports available of the selected category Lifecycle

To view Published reports of all category types – remove the Lifecycle filter in the top bar and all available Published reports for the selected control system SID will be shown in the Reports full page widget.
Figure 101: Category filter is removed and all available reports for all categories are listed for the user

Figure 102: Remove or add Category in the Category filter

Use Report type to filter out:

- System status
- Benchmark
- Fingerprint
- System Health Check

Note! Report type filter will only contain available report types for the selected control system SID.
Figure 103: report filter in full page *Reports* widget

To view report documents available for also other control system SIDs – select one or more of the SIDs in the top pull down list for SID.

Figure 104: Control system SID selector in *Reports* widget
Figure 105: Pull down selection list for including report documents from more control system SIDs to the *Reports* widget

Additional filtering is available for:

- System family
- who has collected the system data and when – by Recorded date/Recorded by
- who has generated the system status/report – by Generated date/Generated by
- which system data file was used for report generation – by Created from.

In Security Update Service widget, the user can view the progress for automated updates of deliverables from Security Update Service.

The last WSUS synch status is shown where user can find if the security updates installations went fine for all of the targeted nodes.

In details - the individual node status can be examined using the filtering options for node name, status and from/to dates for synchronization.

Figure 106: System Detail – Security Update Service

Figure 107: Full page Security Update Service widget
6.7. System Details – Control System Monitoring

Control System Monitoring of system events is currently available for pilot projects. Please contact your local ABB representative if you are interested in this Advanced service.

The Control System Monitoring widget is available from the System Details page.

Notifications section contains the latest notifications based upon the system event analysis.

Total event load section gives possibilities to compare the event load over the recent months.

Communication mechanism and status is shown in lower Communication Device section.

More details are visible in full page widgets Notifications for Control System Monitoring and Total Event Load.

More communication device details are available in pop-up widget for Communication Device details.

Figure 108: Control System Monitoring widget
Figure 109: Notifications full page widget – *Details selected after selecting View last month* in Control System Monitoring widget in the System Details page

Figure 110: Notifications full page widget – *Frequency selected*
Figure 111: Total Event Load full page widget

Figure 112: Tool tip details shown when hovering over event bar in diagram

Figure 113: Pop-up widget for Communication Device Details
## 7. Appendix A: Table of Figures

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Login to myABB-portal</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>Access to Privacy Policy and Terms and Conditions</td>
<td>7</td>
</tr>
<tr>
<td>3</td>
<td>Learn More about the myABB Portal, with a demonstration of myABB My Control System</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>Take the demo tour of My Control System or choose to “Explore by myself” and access to a full list of available demos</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>The user preference icon</td>
<td>9</td>
</tr>
<tr>
<td>6</td>
<td>User Preferences and Personal settings tab with Personal Information and Navigation Settings</td>
<td>9</td>
</tr>
<tr>
<td>7</td>
<td>User Preferences and the tab My company</td>
<td>10</td>
</tr>
<tr>
<td>8</td>
<td>Password change</td>
<td>10</td>
</tr>
<tr>
<td>9</td>
<td>‘Configure widgets’ icon</td>
<td>11</td>
</tr>
<tr>
<td>10</td>
<td>How to configure widgets displayed on the Dashboard</td>
<td>11</td>
</tr>
<tr>
<td>11</td>
<td>The Navigation Menu icon</td>
<td>12</td>
</tr>
<tr>
<td>12</td>
<td>The Contact Us widget</td>
<td>12</td>
</tr>
<tr>
<td>13</td>
<td>Set up of auto-notifications via User preferences</td>
<td>13</td>
</tr>
<tr>
<td>14</td>
<td>Online access to notifications via bell icon</td>
<td>13</td>
</tr>
<tr>
<td>15</td>
<td>Online notifications with date filtering capability</td>
<td>13</td>
</tr>
<tr>
<td>16</td>
<td>Example email notification</td>
<td>14</td>
</tr>
<tr>
<td>17</td>
<td>Selection of email and/or web message auto-notifications</td>
<td>15</td>
</tr>
<tr>
<td>18</td>
<td>Auto-notifications with different email frequencies</td>
<td>15</td>
</tr>
<tr>
<td>19</td>
<td>User configured auto-notifications under Messages</td>
<td>16</td>
</tr>
<tr>
<td>20</td>
<td>Selection of Control System Family Documentation</td>
<td>17</td>
</tr>
<tr>
<td>21</td>
<td>Selection of system family</td>
<td>17</td>
</tr>
<tr>
<td>22</td>
<td>Selection of system version if applicable</td>
<td>18</td>
</tr>
<tr>
<td>23</td>
<td>Selection of Document types, see Appendix B for document kinds per document types in My Control System</td>
<td>18</td>
</tr>
<tr>
<td>24</td>
<td>Configuration of System related auto-notifications for all/selected control system SIDs (select via pull down list) with active Automation Sentinel subscriptions</td>
<td>19</td>
</tr>
<tr>
<td>25</td>
<td>Configuration of auto-notification for control system Services documentation</td>
<td>20</td>
</tr>
<tr>
<td>26</td>
<td>Selection of Services for auto-notifications</td>
<td>21</td>
</tr>
<tr>
<td>27</td>
<td>Configuration of auto-notification for control system Industries documentation</td>
<td>22</td>
</tr>
<tr>
<td>28</td>
<td>Configuration of auto-notifications for new System Service Files</td>
<td>23</td>
</tr>
<tr>
<td>29</td>
<td>Selection of all or only specific control system SID(s) for which you want to be notified about New Report (online/report document)</td>
<td>23</td>
</tr>
<tr>
<td>30</td>
<td>The myABB business portal Dashboard</td>
<td>24</td>
</tr>
<tr>
<td>31</td>
<td>The Welcome widget</td>
<td>25</td>
</tr>
<tr>
<td>32</td>
<td>The My Control System widget. Clicking on the blue names will redirect you to Site Details or to System Details pages</td>
<td>26</td>
</tr>
<tr>
<td>33</td>
<td>Selection of system status chart category for the bar graph to be visible in My Control System widget for the control system SID</td>
<td>26</td>
</tr>
<tr>
<td>34</td>
<td>Editing labels in the My Control System Widget</td>
<td>27</td>
</tr>
<tr>
<td>35</td>
<td>Selection of “Show only favorite SIDs” in the My Control System widget</td>
<td>27</td>
</tr>
<tr>
<td>36</td>
<td>Entry point to full page Reports widget in myABB/My Control System</td>
<td>28</td>
</tr>
<tr>
<td>37</td>
<td>The Recent Reports widget</td>
<td>28</td>
</tr>
<tr>
<td>38</td>
<td>Category tags that directs you to the recent Performance/Software/Security reports</td>
<td>28</td>
</tr>
<tr>
<td>39</td>
<td>Full page Reports widget view</td>
<td>29</td>
</tr>
<tr>
<td>40</td>
<td>Full page view of the Reports widget setup of visible columns</td>
<td>29</td>
</tr>
<tr>
<td>41</td>
<td>The My Control System widget, just click on a control system site to navigate to the Site Details page</td>
<td>30</td>
</tr>
</tbody>
</table>
Figure 42: Pull down list for site selection ........................................31
Figure 43: Selection of sites/control systems in Site Details page ..........................................................31
Figure 44: Overview of My Control System Site Details .................................................................32
Figure 45: You can find specific SIDs by using the highlighted search function or click on a purple pin found on the map ..........................................................33
Figure 46: The Control System Scoring widget. You may change the category by selection from highlighted dropdown list ........................................................34
Figure 47: The Control System Scoring widget display before any collected data has been uploaded for any of the site(s)/control system(s) ..........................................................34
Figure 48: Site Details page – Site Service Summary for Automation Sentinel ........................................35
Figure 49: Automation Sentinel Details widget – with pre-set filter for program level Automation Sentinel Maintain (Level) and Active (Status) ..........................................................35
Figure 50: Site Details page – Site Service Summary for Advanced Services ........................................36
Figure 51: Advanced Services Details widget for Fingerprint ................................................................36
Figure 53: System Details page ................................................................................................................37
Figure 54: The My Control System widget, just click on a control system’s name to navigate to the System Details page for that control system ........................................................................38
Figure 55: The system selector within the System Details page ..............................................................39
Figure 56: The My Control System Details page ....................................................................................40
Figure 57: ABB Local Service Contact information for the Maintenance Engineer (top) and for the Control System Administrator (bottom) .................................................................41
Figure 58: Control System Administrator information for Maintenance Engineer (top) and for Control System Administrator (bottom) .................................................................42
Figure 59: Maintenance Engineer(s) information for Maintenance Engineer (top) and for Control System Administrator (bottom) .................................................................43
Figure 60: Partner Contacts information for the selected control system. Here partner company is an ABB Authorized Value Provider (indicated by the logo) .................................................................44
Figure 61: The Automation Sentinel widget ............................................................................................44
Figure 62: Automation Sentinel subscription is expired but within the grace period. Only available when Continuous Renewal is part of the Automation Sentinel subscription ........................................................................45
Figure 63: The Licenses widget. Expand the license to view more details ..............................................46
Figure 64: The Cyber Security widget ....................................................................................................47
Figure 65: The Cyber Security Premium widget ......................................................................................47
Figure 66: Documents are classified as Public (green tag) or Premium (blue tag) .......................................48
Figure 67: Full page list view of System Related documentation ................................................................49
Figure 68: Selection of Tree view via icon available in the upper right corner in the System Related documentation widget ........................................................................................................49
Figure 69: Full page tree view for System Related documentation ................................................................50
Figure 70: Full page list view of Control System Family documentation ................................................51
Figure 71: Full page tree view of Control System Family documentation ................................................51
Figure 72: Industries documentation tab ...............................................................................................52
Figure 73: Services documentation tab ..................................................................................................53
Figure 74: Video Library ..........................................................................................................................53
Figure 75: System Service Files where files can be shared ....................................................................54
Figure 76: The full-page view for Software Downloads ...........................................................................55
Figure 77: Advanced Search for Control System Family/System Related documentation ..........................55
Figure 78: Advanced Search and search phrase specification for Control System Family/System Related documentation ........................................................................................................56
Figure 79: Advanced Search for Software Downloads/Video Library ......................................................56
Figure 80: Full page view of Upcoming training ......................................................................................57
Figure 81: You can narrow down your search results by using filters in ‘Types’ sub-tab ............................57
Figure 82: The full-page view of Recorded sessions ................................................................................58
Figure 83: Upload system data file via button in System Status widget ....................................................60
Figure 84: Upload system data file via History or Upload system data file in System Status widget..............61
Figure 85: Upload system data file – user dialog..............................................................................................................61
Figure 86: System Status widget in System Details page ........................................................................................................62
Figure 87: Access to online System Benchmark/Fingerprint via Details in System Status widget.........................62
Figure 88: Online System Scan – Performance ..................................................................................................................63
Figure 89: Online System Scan -Lifecycle ..........................................................................................................................64
Figure 90: Online System Scan – Software ..........................................................................................................................65
Figure 91: Online System Scan – Security ..........................................................................................................................66
Figure 92: Online System Benchmark – Performance ........................................................................................................67
Figure 93: Add report to compare with the existing online Benchmark result ...........................................................................68
Figure 94: System Benchmark – online comparison of results in two reports ........................................................................68
Figure 95: Online System Fingerprint – Lifecycle .................................................................................................................70
Figure 96: Example part number linked information for the hardware type ...........................................................................70
Figure 97: Online System Benchmark – Software ..................................................................................................................71
Figure 98: Online System Benchmark – Security ..................................................................................................................72
Figure 99: Report and History link to Reports full page widget from System Status widget ........................................73
Figure 100: Example of latest available report of selected category in System Status widget for the selected control system SID .............................................................................................................................................................................74
Figure 101: Example where History exposes all reports available of the selected category Lifecycle .....................74
Figure 102: Category filter is removed and all available reports for all categories are listed for the user ..............75
Figure 103: Remove or add Category in the Category filter ........................................................................................................75
Figure 104: report filter in full page Reports widget ................................................................................................................76
Figure 105: Control system SID selector in Reports widget ...................................................................................................76
Figure 106: Pull down selection list for including report documents from more control system SIDs to the Reports widget .............................................................................................................................................................................77
Figure 107: System Detail – Security Update Service ................................................................................................................78
Figure 108: Full page Security Update Service widget ...........................................................................................................78
Figure 109: Control System Monitoring widget ....................................................................................................................79
Figure 110: Notifications full page widget – Details selected after selecting View last month in Control System Monitoring widget in the System Details page .............................................................................................................................................................................80
Figure 111: Notifications full page widget – Frequency selected ..........................................................................................80
Figure 112: Total Event Load full page widget ..........................................................................................................................81
Figure 113: Tool tip details shown when hoovering over event bar in diagram ...........................................................................81
Figure 114: Pop-up widget for Communication Device Details ..............................................................................................81
# Appendix B: Different document kinds available in My Control System

<table>
<thead>
<tr>
<th>Primary category</th>
<th>Secondary category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreements</td>
<td>Agreement</td>
</tr>
<tr>
<td></td>
<td>Group company agreement</td>
</tr>
<tr>
<td></td>
<td>Local company agreement</td>
</tr>
<tr>
<td>Drawing and Schematics</td>
<td>Building information model</td>
</tr>
<tr>
<td></td>
<td>CAD Outline drawing</td>
</tr>
<tr>
<td></td>
<td>Circuit diagram</td>
</tr>
<tr>
<td></td>
<td>Connection diagram</td>
</tr>
<tr>
<td></td>
<td>Drawing</td>
</tr>
<tr>
<td>General</td>
<td>Form</td>
</tr>
<tr>
<td></td>
<td>Information</td>
</tr>
<tr>
<td>Guidelines and Processes</td>
<td>Directive</td>
</tr>
<tr>
<td></td>
<td>Guideline</td>
</tr>
<tr>
<td></td>
<td>Process description</td>
</tr>
<tr>
<td>Instructions and Manuals</td>
<td>Guide</td>
</tr>
<tr>
<td></td>
<td>Instruction</td>
</tr>
<tr>
<td></td>
<td>Manual</td>
</tr>
<tr>
<td></td>
<td>Operating instruction</td>
</tr>
<tr>
<td></td>
<td>Recycling instructions</td>
</tr>
<tr>
<td></td>
<td>Service instruction</td>
</tr>
<tr>
<td>Lists</td>
<td>Check list</td>
</tr>
<tr>
<td></td>
<td>List</td>
</tr>
<tr>
<td></td>
<td>Parts list</td>
</tr>
<tr>
<td></td>
<td>Price list</td>
</tr>
<tr>
<td>Category</td>
<td>Types</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Multimedia</td>
<td>Audio</td>
</tr>
<tr>
<td></td>
<td>Movie</td>
</tr>
<tr>
<td>Notifications</td>
<td>Bulletin</td>
</tr>
<tr>
<td></td>
<td>Change note</td>
</tr>
<tr>
<td></td>
<td>Product update</td>
</tr>
<tr>
<td></td>
<td>Release note</td>
</tr>
<tr>
<td>Presentation</td>
<td>Presentation</td>
</tr>
<tr>
<td>Product data and specifications</td>
<td>Application note</td>
</tr>
<tr>
<td></td>
<td>Certificate</td>
</tr>
<tr>
<td></td>
<td>Data sheet</td>
</tr>
<tr>
<td></td>
<td>Declaration of conformity</td>
</tr>
<tr>
<td></td>
<td>Environmental product declaration</td>
</tr>
<tr>
<td></td>
<td>Material specification</td>
</tr>
<tr>
<td></td>
<td>Product guide</td>
</tr>
<tr>
<td></td>
<td>Technical description</td>
</tr>
<tr>
<td></td>
<td>Tender specification</td>
</tr>
<tr>
<td>Promotional material</td>
<td>Advertisement</td>
</tr>
<tr>
<td></td>
<td>Brochure</td>
</tr>
<tr>
<td></td>
<td>Catalogue</td>
</tr>
<tr>
<td></td>
<td>Leaflet</td>
</tr>
<tr>
<td></td>
<td>Poster</td>
</tr>
<tr>
<td></td>
<td>Reference case study</td>
</tr>
<tr>
<td></td>
<td>Reference list</td>
</tr>
<tr>
<td></td>
<td>Roll-up</td>
</tr>
<tr>
<td>Publications</td>
<td>Article</td>
</tr>
<tr>
<td></td>
<td>Press release</td>
</tr>
<tr>
<td></td>
<td>Technical publication</td>
</tr>
<tr>
<td></td>
<td>White paper</td>
</tr>
<tr>
<td>Reports</td>
<td>Report</td>
</tr>
<tr>
<td></td>
<td>Safety report</td>
</tr>
<tr>
<td></td>
<td>Test report</td>
</tr>
</tbody>
</table>
## 9. Revisions

<table>
<thead>
<tr>
<th>Rev.</th>
<th>Page (P)</th>
<th>Chapt. (C)</th>
<th>Description</th>
<th>Date Dept./Init.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rev A-C</td>
<td>All</td>
<td></td>
<td>Explaining changes in the widgets of an earlier version My Control System</td>
<td>July 2013, PACT Service</td>
</tr>
<tr>
<td>Rev D</td>
<td>All</td>
<td></td>
<td>Complete revision for the new myABB/My Control System portal</td>
<td>May 2016, PACT Service</td>
</tr>
<tr>
<td>Rev E</td>
<td>All</td>
<td></td>
<td>Complete revision for release 1.9 of myABB/My Control System portal</td>
<td>Oct 2016, PACT Service</td>
</tr>
<tr>
<td>Rev F</td>
<td>All</td>
<td></td>
<td>Updates for release 2.1 of myABB/My Control System portal</td>
<td>Dec 2016, PACT</td>
</tr>
<tr>
<td>Rev G</td>
<td>All</td>
<td></td>
<td>Updates for release 2.3 of myABB/My Control System portal</td>
<td>Feb 2017, IACT</td>
</tr>
<tr>
<td>Rev</td>
<td>All</td>
<td>Updates for release 2.4 of myABB/My Control System portal</td>
<td>March 2017, IACT</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-----------</td>
<td>-----------------------------------------------------------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>Rev I</td>
<td>All</td>
<td>Updated for release 2.9 of myABB/My Control System portal</td>
<td>June 2017, IACT</td>
<td></td>
</tr>
<tr>
<td>Rev J</td>
<td>All</td>
<td>Updated for release 2.11 of myABB/My Control System portal</td>
<td>Sep 2017, IACT</td>
<td></td>
</tr>
<tr>
<td>Rev K</td>
<td>All</td>
<td>Complete revision for release of myABB/My Control System portal</td>
<td>Oct 2017, IACT</td>
<td></td>
</tr>
<tr>
<td>Rev L</td>
<td>All</td>
<td>Complete revision for release of myABB/My Control System 3.12</td>
<td>February 2019, IACT</td>
<td></td>
</tr>
</tbody>
</table>