ABB Ability™ Backup Management for electrical systems - Data Care ‘Account Administrator’ Guidelines
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Table of contents

Section 1 Introduction
1.1 This manual................................................................. 6
1.2 Intended audience....................................................... 6
1.3 Document revision history........................................... 6
1.4 Symbols and conventions............................................ 7
   Symbols...................................................................... 7
   Document conventions............................................... 7

Section 2 ABB Ability™ Backup Management for electrical systems – Data Care
2.1 Description..................................................................... 8
2.2 User access levels – summary of features based on individual
   user rights................................................................. 8
2.3 Data Care portal.......................................................... 9

Section 3 Data Care functionality corresponding to ‘Account Administrator’
3.1 Data Care Sign In.......................................................... 10
3.2 Main page...................................................................... 11
3.3 Company information.................................................. 12
3.4 Account license information....................................... 13
3.5 Graphical structure..................................................... 14
3.6 License subscriptions................................................. 14
3.7 User management....................................................... 17
3.8 Company management............................................... 20
3.9 Substation management.............................................. 21
3.10 My relays..................................................................... 29
3.11 Upload file................................................................... 38
3.12 Service request.......................................................... 41
3.13 Activity report............................................................ 42
3.14 Recycle bin................................................................. 42

Section 4 Data Care sequence of operation
4.1 First time Sign In by ‘Account Administrator’ after purchase of
   License subscription.................................................... 43
4.2 Add substation and assign that to license subscription..... 43
4.3 Add Engineer (Own employee) and assign to substation... 43
4.4 Add Subcontractor Company, Assign it to substation..... 43
4.5 Add Engineer (Subcontractor) and assign to substation... 44
4.6 Add ABB Company...................................................... 44
4.7 Add ABB Analyst (ABB) and assign to substation...... 44
Section 1 Introduction

1.1 This manual

The manual contains an overview of the access levels and user rights for 'Account Administrator' role in ABB Ability™ Backup Management for electrical systems - Data Care. The manual describes how the 'Account Administrator' can use individual features and functionalities in Data Care. The manual also provides information on the process of developing Data Care structure to suit site requirements.

1.2 Intended audience

This manual addresses the users responsible for buying and administrating Data Care license subscription for own company account. This user is referred to as 'Account Administrator' in Data Care structure.

These guidelines are prepared for the role of 'Account Administrator'. The administration rights, the role of 'Account Administrator' to the Data Care, are provided exclusively to named and registered employees of the Customer. The administration privileges do not extend to subcontractors, third party engineering or service companies, or any other third parties. Basic process that can be handled by 'Account Administrator' in each sections of Data Care is explained here in detail with examples and screen images, wherever necessary.

1.3 Document revision history

<table>
<thead>
<tr>
<th>Document revision/date</th>
<th>History</th>
</tr>
</thead>
<tbody>
<tr>
<td>A / September 2013</td>
<td>First release</td>
</tr>
<tr>
<td>B/ April 2018</td>
<td>Second release</td>
</tr>
<tr>
<td>C/ February 2019</td>
<td>Third release</td>
</tr>
</tbody>
</table>

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1.4 Symbols and conventions

1.4.1 Symbols

The caution icon indicates important information or warning related to the concept discussed in the text.

The information icon alerts the reader of important facts and conditions.

The tip icon indicates advice on, for example, how to use a certain function.

1.4.2 Document conventions

A particular convention may not be used in this manual.

- User role are indicated with quotation mark. ‘Account Administrator’ can provide access rights to other user as ‘Engineer’.
- The navigation menu titles are indicated with bold. ‘Account Administrator’ can add new user in User management.
- Submenu selection wherein more information is to be fulfilled is indicated in italic and bold. In User management, click Add user.
- Navigation menu and Submenu selection options are indicated in italic. In User management, click Add user and select Type.
- Parameter selection is shown in courier. In User management, click Add user and select Type as Subcontractor.
2.1 Description

ABB Ability™ Backup Management for electrical systems - Data Care is an advanced data sharing and back-up service that secures technical documentation of protection and control relays throughout their entire life cycle. Data Care is a Web-based service which provides the customer with a structured storing space for technical documentation, such as relay configuration files, disturbance recordings, technical solutions, drawings and other documents. Special features such as access to documents for multiple users, service-related alarm email notifications and news updates from ABB make Data Care a unique choice for utility and industry customers.

Data Care is set up and administered by ‘Account Administrator’ authorized by the customers. At the beginning, ‘Account Administrator’ prepares the structure up to the substation level and grants access to ABB local contact person, own employees and subcontractors such as third party service providers. Authorized users can then freely add bays/ relays and upload/download configuration files, technical documents etc. into different nodes in the Graphical structure.

Both the uploading and downloading of files and the user management interface are available at all times through this portal. Storage servers are secured against attacks and backed up to prevent loosing data during server maintenance. This makes Data Care a safe storing place for all technical documentation.

2.2 User access levels – summary of features based on individual user rights

In Data Care, user accounts are created and user rights defined and granted by ‘Account Administrator’. With the right employees and subcontractors having access, the relay data can be promptly stored and conveniently shared anytime. Traveling to sites and substations to get up-to-date relay data can therefore often be avoided. This makes day-to-day operation of the relay smooth and cost-efficient.
The user rights are defined according to the assigned roles. The navigation pane differs for individual user rights as follows:

<table>
<thead>
<tr>
<th>Role</th>
<th>Main page</th>
<th>Company information</th>
<th>Account license information</th>
<th>Graphical structure</th>
<th>License subscriptions</th>
<th>User management</th>
<th>Company management</th>
<th>Substation management</th>
<th>My relays</th>
<th>Upload file</th>
<th>Service request</th>
<th>Activity report</th>
<th>Recycle bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>‘Account Administrator’</td>
<td>Main page</td>
<td>Company information</td>
<td>Account license information</td>
<td>Graphical structure</td>
<td>License subscriptions</td>
<td>User management</td>
<td>Company management</td>
<td>Substation management</td>
<td>My relays</td>
<td>Upload file</td>
<td>Service request</td>
<td>Activity report</td>
<td>Recycle bin</td>
</tr>
<tr>
<td>‘Engineer’</td>
<td>Main page</td>
<td>Company information</td>
<td>Account license information</td>
<td>Graphical structure</td>
<td>License subscriptions</td>
<td>User management</td>
<td>Company management</td>
<td>Substation management</td>
<td>My relays</td>
<td>Upload file</td>
<td>Service request</td>
<td>Activity report</td>
<td>Recycle bin</td>
</tr>
<tr>
<td>‘ABB Analyst’</td>
<td>Main page</td>
<td>Company information</td>
<td>Account license information</td>
<td>Graphical structure</td>
<td>License subscriptions</td>
<td>User management</td>
<td>Company management</td>
<td>Substation management</td>
<td>My relays</td>
<td>Upload file</td>
<td>Service request</td>
<td>Activity report</td>
<td>Recycle bin</td>
</tr>
</tbody>
</table>

2.3 Data Care portal

Data Care portal can be accessed via https://protection.datacare.abb.com

To access Data Care, license subscription need to be purchased through Power Care customer support agreement or through ABB Ability™ Marketplace. **License subscriptions** are based on number of users, number of devices and the storage capacity.
Section 3  Data Care functionality corresponding to ‘Account Administrator’

3.1  Data Care Sign In

The buyer of the subscription acts as ‘Account Administrator’ in Data Care. This ‘Account Administrator’ can further add other user(s) in Data Care according to the purchased license subscription limits and assign them to the roles such as ‘Account Administrator’, ‘Engineer’ (Customer/Subcontractor); ‘ABB Analyst’.

Registered user can **Sign In** only with Single Sign On (SSO) credentials as received from ABB. The request for SSO can be made through **Register** process.

User can manage SSO account, for example, change of password etc. through the link embedded in mail that user receives from ABB after granting SSO rights. Users receives this information to the registered email address that they provided during registration process.

To **Sign In** to the Data Care, user need user rights in Data Care as well as SSO credentials.

Buyer who acts as ‘Account Administrator’ need to create own company first through **Company management**. This will create correct license information and subsequent display of information on **Main page** and **Company information** page.
3.2 Main page

After successful Sign In and adding own company details in Company management, ‘Account Administrator’ can see following screen and access individual features.

The navigation path is defined on the top of the page. For example, if user is accessing Graphical structure then the path shown is Home > Graphical structure.

‘Account Administrator’ can quickly Search & open information of particular relay by entering serial number of the relay in Quick search by serial number field.

My relays > Edit relay page appears wherein the page provides desired relay information.
The same screen can also be viewed through My relays section and then by selecting View/Edit of desired relay.

‘Account Administrator’ can refer to the list of 10 latest news (recent and archived) as published by ‘ABB Administrator’.

### 3.3 Company information

License subscriptions are created automatically when buyer purchases Data Care subscription. The buyer of the subscription acts as ‘Account Administrator’ for the purchased license subscription. After signing in to the Data Care, ‘Account Administrator’ need to create own company first through Company management.

The Company information page then displays the same information which would be then also visible to all other users configured under the same license subscription.
3.4 Account license information

‘Account Administrator’ can search particular account license subscription information by selecting appropriate option and View License subscriptions which are linked to own company account. ‘Account Administrator’ can renew the license subscription by selecting View/Renew.
3.5 Graphical structure

‘Account Administrator’ can view License subscriptions, linked substations, bays and relays in a Graphical structure and can quickly view its details by selecting arrow in front of the respective nodes.

Information is available only when the substations are assigned under the license through View/Edit option in License subscriptions menu.

3.6 License subscriptions

‘Account Administrator’ can Search particular License subscriptions by selecting appropriate option such as License No., Company name, Start date & End date period, Expiration days etc.

‘Account Administrator’ as well as other users would not be able to access substation/bays/relays if the license subscription is ended or when the substation is not assigned to the license subscription.

‘Account Administrator’ has to assign the substation to license through License subscriptions or re-activate license subscription through Account license information.
Description of this search criteria options is as follows:

<table>
<thead>
<tr>
<th><strong>License No.</strong></th>
<th>As generated by the system at the time of purchasing the license subscription.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company name</strong></td>
<td>As filled-in by ‘Account Administrator’ at the time of creating own company in <strong>Company management</strong> — After purchasing license subscription.</td>
</tr>
<tr>
<td><strong>Contact person</strong></td>
<td>Buyer or ‘Account Administrator’ of license subscription.</td>
</tr>
<tr>
<td><strong>Start date from; Start date to; End date from; End date to</strong></td>
<td>To search license subscriptions that were purchased during this period.</td>
</tr>
<tr>
<td><strong>Expiring in (days)</strong></td>
<td>To search license subscriptions that are expiring in the given number of days.</td>
</tr>
</tbody>
</table>

License subscription information can be viewed or edited with **View/Edit** option for particular license subscription. ‘Account Administrator’ can then go through the **License subscription management** and assign **substations** under the license.
Substations can be assigned to the license subscription through View/Edit option. Graphical structure then shows only those substations.

For active licenses, substations can be viewed under Graphical structure only if they are assigned to a license under License subscription management.
Add new license subscription allows authorized ‘Account Administrator’ to purchase additional license subscription for own company.

3.7 User management

‘Account Administrator’ can Search information of registered users who belongs to own company account,

View/Edit option for each registered user allows ‘Account Administrator’ to modify users’ details, if needed.

Add user facilitates ‘Account Administrator’ to add other user(s) in Data Care according to the purchased license subscription limits and assign them to the roles such as ‘Account Administrator’, ‘Engineer’ (Customer/Subcontractor); ‘ABB Analyst’.

Registered user can Sign In only with Single Sign On (SSO) credentials as received from ABB. The request for SSO can be made through Register process.

User can manage SSO account, for example, change of password etc. through the link embedded in mail that user receives from ABB after granting SSO rights. Users receives this information to the registered email address that they provided during registration process.

To Sign In to the Data Care license, user need user rights in Data Care as well as SSO credentials.
This **User details** screen appears when **Add user** or **View/Edit** option is selected for particular user.

**User details**

- **Email / Username**
- **First name**
- **Last name**
- **Type**
- **Company**
- **Phone number**
- **User status**
- **Expiration date**
- **Roles**

**Description of this needed information to create a new user is as follows:**

<table>
<thead>
<tr>
<th>Email / Username</th>
<th>Registered email address of the user. This need to be the same as that applied for ABB Single Sign On (SSO) credentials</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>First name of the user</td>
</tr>
<tr>
<td>Last name</td>
<td>Last name of the user</td>
</tr>
<tr>
<td>Type</td>
<td>Three options are available.</td>
</tr>
<tr>
<td></td>
<td>- <strong>ABB</strong>: This option is selected when user works for ABB Company. This is typically a user from local ABB Company who provides sales / technical support to Customer Company.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Customer</strong>: This option is selected when user works for Account Administrator's company.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Subcontractor</strong>: This option is selected when user works for customers' subcontractor / 3rd party service Provider Company. If user’s type is Subcontractor, then <strong>Company status</strong> field will be visible:</td>
</tr>
<tr>
<td></td>
<td>The <strong>Company status</strong> has to be set to <strong>Active</strong> so that user can access Substations and relays’ information that belongs to particular license subscription. Other status</td>
</tr>
</tbody>
</table>
(Blocked/Removed/InActive) will block the user's access.

**Company**
Name of the company with respect to selected Type

![Warning Icon]
Please note that the Company need to be added first through **Company management** in order to make it visible in this menu.

**Phone number**
Phone number of the user

**User status**
InActive ; Active

**Expiration date**
If selected then **User status** becomes Inactive after the set date.

**Roles**
For Type ABB, the role can be assigned as ‘ABB Analyst’. This is a local ABB contact person for the customer.

For Type Customer (own company), the role can be assigned as ‘Account Administrator’ or ‘Engineer’.

For Type Subcontractor, the role can be assigned as ‘Engineer’

When the user role is selected as ‘Account Administrator’ then it is required to **Assign** the correct **License subscriptions** to this user. User then becomes ‘Account Administrator’ only for these selected **License subscriptions**.

When the user role is selected as ‘Engineer’ then it is required to **Assign** them to the correct substation via **Substation management**.
menu. The process for this is further explained in section for Substation management.

‘Account Administrator’ can open User details by selecting View/Edit option and then can edit the information.

3.8 Company management

‘Account Administrator’ can Search information of registered companies (ABB, Customer, Subcontractor), View/Edit the information of these registered companies.

Add company feature allows ‘Account Administrator’ to add ABB and Subcontractor Company. Following information should be specified to Add Company.
Description of the required information is as follows:

| **Name** | As defined by the company to be registered |
| **Company type** | Select ABB for local ABB company and Subcontractor for any third party service provider. |
| **Company** | Account Administrator’s own company name appears here by default |
| **Street address** | As provided by ABB or Subcontractor company |
| **Postal code** | As provided by ABB or Subcontractor company |
| **City** | As provided by ABB or Subcontractor company |
| **Country** | As provided by ABB or Subcontractor company |
| **Status** | If check box is selected then the status is Active otherwise it’s InActive. If company status is InActive, then the users belonging to this company would not be able to access the system. |
| **Contact person** | This is optional and can be used in cases where main contact person is different than the one who will use Data Care. Details such as Email, Name and Phone number to be specified as provided by ABB or Subcontractor company. |

If this contact person also need to access Data Care then the user need to be created via User management menu.

It’s possible to hide this option.

### 3.9 Substation management

‘Account Administrator’ can,
- **Add substation**
- **Search** information of substations linked to License subscriptions
- **View/Edit** substations information
- **Add/Delete** switchgear/bay/relay to/from substation through **Manage substation**
- **Add/Delete** ABB local contact person / serviceman to/from substation
- **Upload/download** configuration or any other files to/from substation
- **Add/Delete** alarm notification to/from substation
- **Download** all files that belongs to substation

‘Account Administrator’ can **Add substation** by filling the required data.

It is required to assign the substation to the license subscription through **License subscriptions** so as to make it accessible for the users.
‘Account Administrator’ can open substation details by selecting **View/Edit** and can edit following information:
‘Account Administrator’ can Select or Deselect Subcontractors to desired substation. Only authorized users who work for the subcontractors which are added into substation can view/work for substation.

‘Account Administrator’ can create new subcontractors for own company in Company management.

To add Subcontractor to substation,
- Select subcontractor from Subcontractors list.
- Click Save
To upload files to Substation:

‘Account Administrator’ can upload files to substation as follows:

- Select files with **Browse**
  - The application supports upload of multiple files and shows the progress bar.
- Maximum 2000 characters can be entered into **Description** text field.
- Select **File type.** Write the information if **File Type** is selected **Other**
- Files will be uploaded to server when **Upload** is selected
- Uploaded files will be saved in Data Care database with UTC timestamp.

List of uploaded files is shown under **Configuration backups** and **Other file types.** Uploaded file can be deleted / downloaded by **Delete or Download.**
To assign ABB local contact persons and Serviceman list to substation

Feature allows ‘Account Administrator’ to add ABB local contact persons and Serviceman (‘Engineer’ from Customer or Subcontractor) to substation. These users are created already in User management. List of service men is populated from list of selected subcontractors. Assigned user can then access particular substation data.

To add new serviceman,
- Add subcontractor to substation by selecting from subcontractors list
- Select serviceman from Serviceman list and click Add
- Serviceman can be removed from Substation by selecting Remove

Manage Substation Result

‘Account Administrator’ can select Manage Substation which is visible below Manage substation Result table. It allows to,
- add or delete switchgears
- add or delete bays
• *add* or *delete* relays
• change the structure of substation as per site requirement

Following screen will appear when *Manage Substation* is selected:

Only relay added in Data Care can be added to the substation. If relay does not exists in Data Care then it can be added with *My relays*.

Relays belongs to particular bay and/or switchgear has to be deleted first before deleting that particular bay or switchgear.

**Email notifications**

<table>
<thead>
<tr>
<th>Name</th>
<th>Activation Date</th>
<th>Content</th>
<th>Type</th>
<th>Recipient User</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test sub 3</td>
<td>08/08/2012</td>
<td>Please perform periodic Periodical Test rako@</td>
<td>Preventive</td>
<td>rako@</td>
<td>✔️</td>
</tr>
<tr>
<td>Test sub 2</td>
<td>08/08/2012</td>
<td>Please perform prevent and investigate the devi PreventiveMail rako@</td>
<td>PreventiveMail</td>
<td>rako@</td>
<td>✔️</td>
</tr>
<tr>
<td>Test sub 1</td>
<td>08/08/2012</td>
<td>Please perform prevent and investigate the devi PreventiveMail rako@</td>
<td>PreventiveMail</td>
<td>rako@</td>
<td>✔️</td>
</tr>
</tbody>
</table>

List of email notifications is created under this section.
Email notification can be created by selecting *Add alarm* option which is available below *Email notifications* table. Following information can be specified:

Message is preselected for Alarm *Type* Periodical testing and Preventive Maintenance. Free text can be entered by selecting the Alarm *Type* as Other.

Download all files in substation:

By selecting *Download All Files*, ‘Account Administrator’ can download all files that are stored at substation and relay level. A job will be scheduled in System Services. Following message will appear after selecting *Download All Files*:
‘Account Administrator’ can check the status of download under **Download all files in Substation** section.

After processing the job, an email will be sent to ‘Account Administrator’ s registered email address, including the link from where ‘Account Administrator’ can download the .zip file.

For example:

The zip file contains all the uploaded files within substation and relays which belong to that substation. The structure of zip file is constructed as in **Graphical structure** and has the following format:

- Substation name (archived file name)
  - Switchgear name
    - Bay name
      - Relay serial number
        - Configuration backup
        - Disturbance recording
        - Other

### 3.10 My relays

‘Account Administrator’ can,

- **Search** information of relays linked to own company
- **View/Edit** information of particular relay
- **Add Product** to already registered substation/switchgear/bay under License subscription
- **Add/Delete** email notification with respect to particular relay
- **Upload/Download** files (backups, disturbance recording and other file types)
- **Replace relay** that may be required during replacement of particular relay for maintenance purpose or during replacement of old relay.

**Search relays**
‘Account Administrator’ can search and view information of relays that are registered under substations.

**Add Product**
‘Account Administrator’ can add new relay by selecting **Add product** which is available below **Results** table.
Description of the required information is as follows:

<table>
<thead>
<tr>
<th><strong>Substation</strong></th>
<th>List of substations specified under License subscription is available in drop-down menu. ‘Account Administrator’ can select the required substation from this available list.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Switchgear</strong></td>
<td>List of registered switchgears within substations is available in drop-down menu. ‘Account Administrator’ can select the required switchgear from this available list.</td>
</tr>
<tr>
<td><strong>Bay</strong></td>
<td>List of registered bays within switchgears of substations is available in drop-down menu. ‘Account Administrator’ can select the required bay from this available list.</td>
</tr>
<tr>
<td><strong>Serial number</strong></td>
<td>Write serial number of the product (relay)</td>
</tr>
<tr>
<td><strong>Brand</strong></td>
<td>Select manufacturer of the product (relay)</td>
</tr>
<tr>
<td><strong>Product code</strong></td>
<td>Write code of the product (relay), if any</td>
</tr>
<tr>
<td><strong>Product type</strong></td>
<td>If brand is ABB, user can select Product type from the list of ABB product types. If brand is Other, Product type can be entered as free text field and data will be saved in Data Care database.</td>
</tr>
<tr>
<td><strong>Product type</strong> is not available with selected brand <strong>ABB</strong> then the same can be informed to <strong>ABB Analyst</strong>.</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>Manufacturing date</strong></td>
<td></td>
</tr>
<tr>
<td>Write manufacturing date of the product as mentioned on the product (relay) label</td>
<td></td>
</tr>
<tr>
<td><strong>Received from GDW</strong></td>
<td></td>
</tr>
<tr>
<td>Indicates if relay is transferred from Global Data Warehouse - GDW (True) or if it is manually added by users (False)</td>
<td></td>
</tr>
<tr>
<td><strong>Comment</strong></td>
<td></td>
</tr>
<tr>
<td>Write comments, if any, with respect to this relay</td>
<td></td>
</tr>
<tr>
<td><strong>WebHMI information</strong></td>
<td></td>
</tr>
<tr>
<td>Write relay IP address, Username and Password as and if specified in the product (relay) provided if relay supports WebHMI feature.</td>
<td></td>
</tr>
</tbody>
</table>

**Edit relay:**

‘Account Administrator’ can select **View/Edit** to view and edit relay information of particular relay.

![Edit relay](image)

Relay location can be changed within the substation by modifying the information in **Edit relay**.
Firmware updates:

Firmware updates are displayed which can be downloaded or deleted. Firmware update feature provides the firmware update package that contains the needed binary files, a detailed release note, and guidelines on how to perform the update. The asset owner has the opportunity to decide both whether and when the firmware update is implemented. The ideal time would be during periodic testing or a maintenance break.
**Modules:**

<table>
<thead>
<tr>
<th>Serial number</th>
<th>Part name</th>
<th>Location Id</th>
<th>Revision</th>
<th>Test date</th>
</tr>
</thead>
</table>

List of modules inside the relay is shown and it gives following information:

<table>
<thead>
<tr>
<th><strong>Serial number</strong></th>
<th>Indicates serial number of the module</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Part name</strong></td>
<td>Indicates name or description of the module</td>
</tr>
<tr>
<td><strong>Location Id</strong></td>
<td>Indicates location of module in the product (relay)</td>
</tr>
<tr>
<td><strong>Revision</strong></td>
<td>Indicate the revision status of the module</td>
</tr>
<tr>
<td><strong>Test date</strong></td>
<td>Indicates module test date</td>
</tr>
</tbody>
</table>

All the above information is read only parameter and is available provided relay is registered in relay database.

**Email notifications:**

Provides information of email notifications created under this relay.

<table>
<thead>
<tr>
<th>E-mail notifications</th>
</tr>
</thead>
</table>

Email notification can be created by selecting **Add alarm** available below **Email notifications** table.
Backups, Disturbance recordings, Solution proposals, Other file types:

‘Account Administrator’ can see the list of uploaded configuration files, disturbance recordings, solution proposals and other type of uploaded files. More information is available such as details of user who has uploaded those files with date and time stamp as well as file description. Download option facilitates user to download the file from Data Care to local computer. ‘Account Administrator’ can delete the file permanently from this view. Deleted file will be still available in Recycle Bin. ‘Account Administrator’ can restore the file back from Recycle Bin to its original location or permanently delete it so as to remove it from substation structure.

Replace relay

Replace relay option is available below the Other file types table. ‘Account Administrator’ can replace information of particular relay with another relay by selecting Replace relay option. This may be required during replacement of particular relay for maintenance purpose or during replacement of old relay with healthy relay.
For example, if relay sr. no. 1VHR1111111 is to be replaced with another relay having sr. no. 1VHR6666666 then the process of Replace relay in Data Care database shall be as follows:

Consider that we are in Edit relay section of relay having sr. no. 1VHR1111111

![My Relays](image1)

Then select Replace relay option.

Following screen will appear wherein the information of new relay can be described in Replace with: fields (here it's 1VHR6666666)

![Replace relay](image2)

Then select Confirm replacement.

This changed relay information will be available under ‘Relay details’ of replaced relay (thus here it is 1VHR6666666). Appended screen is shown for 1VHR6666666

![Device is a replacement for](image3)
The changes can also be viewed in **Graphical structure**

- **Before replacement**

![Graphical structure before replacement](image1)

- **After replacement**

![Graphical structure after replacement](image2)

If relay used as replacement is not available in Data Care database, then ‘Account Administrator’ has to create new relay first in **My relays** before using it as replacement for other relays.

‘Account Administrator’ can only use own relay or relays which do not belong to any customers (companies) as a replacement. Otherwise, following message will be shown:

- **Cannot replace relay because replacement belongs to another substation which you do not serve or own**
If relay which is to be used as a replacement already belonged to another bay/switchgear/substation of the same customer (company), following message will be shown:

- **Replace**: the old connection between replacement and substation will be removed and replaced by new connection of replacement and new substation.
- **Cancel**: nothing happens (Relay will not be replaced).

### 3.11 Upload file

‘Account Administrator’ can **upload** configuration backup/disturbance recording, other type of files to particular relay which is already available under registered substations.
Files can be uploaded in two ways namely through **My relays** and **Upload file**.

If the files are uploaded from **My relays**, information about relays such as serial number, brand, substation, switchgear, and bay will be available automatically in the text fields. ‘Account Administrator’ just need to select the files and **Upload**.

Path in ‘My relays’ is **HOME → MY RELAYS → EDIT RELAY**. **Upload** button is available below **webHMI information**.
If the files are to be uploaded through Upload file section then the information about Serial number, Substations, Switchgears, Bays need to be specified manually.

Data for relay can also be fetched by entering Serial number, brand and with Fetch detail.

Files can be selected through Browse option. Necessary description and file type can be selected before selecting Upload.
Following message will appear after successful uploading of the files.

```
Your file(s) uploaded successfully
Any files you cancelled before completion were not uploaded.
Back
```

### 3.12 Service request

‘Account Administrator’ can send requests for getting Support or Service from ABB and Subcontractor as registered in own Data Care License subscriptions.

<table>
<thead>
<tr>
<th><strong>Company type</strong></th>
<th>Select ABB or Subcontractor depending on the support or service request to be assigned.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact person</strong></td>
<td>List of contact person appears after selection of Company type. Select the desired contact person.</td>
</tr>
<tr>
<td><strong>Subject and Description</strong></td>
<td>Subject and Description can be specified in detail for the selected Request type</td>
</tr>
<tr>
<td><strong>Request type</strong></td>
<td>Support or Service option can be selected</td>
</tr>
</tbody>
</table>

**Send request** then send the request to corresponding selected Contact person from ABB or Subcontractor.
3.13 **Activity report**

‘Account Administrator’ can generate the activity report. The report can be generated in HTML format or in PDF format.

3.14 **Recycle bin**

‘Account Administrator’ can,

- View product and substation files that are deleted by users
- Restore the deleted files back to users account
- Permanently delete the files
Section 4  Data Care sequence of operation

4.1 First time Sign In by ‘Account Administrator’ after purchase of License subscription

- Select **Company management > Add company**
- Select **Company Type** Customer
- Add own company details
- Click **Save**

4.2 Add substation and assign that to license subscription

- Select **Substation management > Add substation**
- Add substations according to site requirement
- Click **Save**
- Select **License subscriptions > View/Edit** of desired license subscription
- Select **Substations** and **Assign**

4.3 Add Engineer (Own employee) and assign to substation

- Select **User management > Add user**
- Select **Type** Customer
- Select **Company** (own company)
- Make **User status** Active
- Select **Role** Engineer
- Click **Save**
- Select **Substation management > View/Edit** of desired substation
- Go to **Serviceman list > Select Type** OwnEmployee
- Select **Serviceman name**
- Click **ADD**

4.4 Add Subcontractor Company, Assign it to substation

- Select **Company management > Add company**
- Select **Company type** Subcontractor
- Click on **Active** checkbox.
- Click **Save**
- **Substation management > View/Edit**
- Select **Subcontractors**
- Click **Save**
4.5 Add Engineer (Subcontractor) and assign to substation

- Select User management > Add user
- Select Type Subcontractor
- Select Company (Subcontractor company)
- Make Company status Active
- Make User status Active
- Select Role Engineer
- Click Save
- Select Substation management > View/Edit of desired substation
- Go to Serviceman list > Select Type Subcontractor
- Select Serviceman name
- Click ADD

4.6 Add ABB Company

- Select Company management > Add company
- Select Company type ABB
- Click on Active checkbox.
- Click Save

4.7 Add ABB Analyst (ABB) and assign to substation

- Select User management > Add user
- Select Type ABB
- Select Company (ABB company)
- Make Company status Active
- Make User status Active
- Select Role ABB Analyst
- Click Save
- Select Substation management > View/Edit of desired substation
- Go to ABB local contact persons
- Select ABB analyst
- Click ADD