Maximum return on your system investment
With Automation Sentinel lifecycle support
Maximum return on your control system investment with ABB Automation Sentinel lifecycle support

As new technology advances and business requirements change, many customers have adopted the strategy of extending the service life of their process control systems. We support this strategy with our lifecycle support program, Automation Sentinel. Automation Sentinel offers a range of services to support and extend the life and reliability of your ABB systems. As the OEM, we are uniquely positioned to provide these services including maintenance support, system evolution, and continuous enhancement programs for your ABB control system.

**Automation Sentinel Advantages:**
- **Complete flexibility** allows you to improve your control system over time. Always the best, low risk path forward
- **Continuous optimization** of your process operations – Improves system availability, performance and reliability – with predictable costs
- **Protection of intellectual property** – your operator graphics and control programs are protected; no need to rip-and-replace to take advantage of the latest technology
- **Supports changing business goals** with flexible lifecycle support – introduce new technology – at your own pace

Added benefits exclusively for Automation Sentinel subscribers:
- Special promotions on upgrades and expansions
- Advanced service opportunities

**Investment protection**

Automation Sentinel helps you to actively manage your system. Based on your requirements, we will develop a step-by-step action plan with recommended options for improving your system health and efficiency. Software updates, technical support services, and on-line access to new system software and software updates (feature packs, service packs, and patches) are also available to support your system lifecycle plan.
Preserve your system or change over time with flexibility to meet every need

Contents

Support levels and deliverables ......................... 4

Automation Sentinel overview .......................... 5
Automation Sentinel is a subscription-based system lifecycle support program, it provides exclusive services for the maintenance and continual enhancement of ABB control systems. These services are specifically designed to maintain and extend the useful lifetime of your control system.

Automation Sentinel software updates .................. 7
Keep your system software up-to-date and maintain a flexible path forward with new system software. Subscribers receive software updates that include feature packs, service packs, and patches at no additional license cost.

Automation Sentinel SupportLine ....................... 9
Automation Sentinel SupportLine technical telephone support, guarantees priority access to knowledgeable ABB systems and equipment support resources. As the OEM, ABB support engineers are best qualified to resolve your support request. Our procedures and support technology provide fast and effective support resolution for system maintenance and optimized asset and process performance.

Automation Sentinel SolutionsBank ...................... 11
Automation Sentinel SolutionsBank web based system keeps your automation equipment information and software updates available, organized, updated, and in one convenient location.

Automation Sentinel SolutionsBank User Guide ........ 13
How to navigate SolutionsBank to find the information you need

A one year Automation Sentinel subscription is included with every purchase of new ABB control system software.
Understand the program and deliverables

Automation Sentinel helps customers to actively manage the lifecycle costs of assets, the Automation Sentinel program enables ABB customers to keep their installed software products up-to-date and maintain a flexible and affordable path to evolve to the latest system software technology.

### Three support levels
Understanding the deliverables

**Level 1 – Maintain**
- Technical telephone support
- On-line access to downloads, technical bulletins, manuals, change notices, service packs, release notes
- Service packs and patches for installed software

**Level 2 – Maintain Plus**
- Includes Level 1 options
- Software upgrades to newer versions of your current system products

**Level 3 – Maintain and Evolve**
- Includes Level 1 and Level 2 options
- New licenses for System 800xA or Symphony Plus software when you evolve your system

### Other available options
- Firmware Upgrades
- Increased technical phone support hours
- Priority technical phone support response time
- A wide range of other packaged and custom support offerings
- Ask your local ABB Regional Service Manager for more information

Automation Sentinel program levels

<table>
<thead>
<tr>
<th>Flexibility built in – with three levels of service</th>
<th>Level 1 Maintain</th>
<th>Level 2 Maintain Plus</th>
<th>Level 3 Maintain &amp; Evolve</th>
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<tbody>
<tr>
<td>Technical phone support</td>
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<td>✓</td>
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<td>✓</td>
<td>✓</td>
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<tr>
<td>New System 800xA or Symphony Plus software</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Expand your system completely or one step at a time

Automation Sentinel
Issues we typically see:

- Unscheduled downtime
- Technical support requirements not met
- Desire to extend control system life
- Increasing cost of maintaining systems
- System upgrades perceived as difficult and expensive
- Drive to increase throughput
- Need to maximize utilization and ROI

Automation Sentinel is a subscription-based system lifecycle support program, it provides exclusive services for the maintenance and continual enhancement of ABB control systems. These services are specifically designed to maintain and extend the useful lifetime of your control system.

Control system uptime
Technical phone support (Automation Sentinel SupportLine), and our knowledge and software database (Automation Sentinel SolutionsBank), provide the tools you need to enhance system uptime, and performance 24/7.

Maximize effectiveness
ABB will help you throughout your entire system life cycle. Automation Sentinel is uniquely positioned with three different levels of software support. These levels range from software maintenance updates, enhancements for installed products, and evolving to completely new software platforms. These packages come with fixed prices that make them easy to understand and budget.

Choosing your support level
The answer depends on you, your system, and your business plan moving forward. Let's discuss your short and long term goals. Past history, need for current support, and future evolutions will all be considered when discussing the Automation Sentinel package that is right for you.

Benefits
More time available for production, and greater throughput increasing both customer satisfaction, and return on your control system investment.

- Having updated system information organized and available 24/7 helps you reduce unscheduled downtime
- Advance access to software service packs help reduce unscheduled downtime and increase throughput
- Extensive software and device compatibility testing helps reduce the risk of causing downtime as a result of upgrading your system with software or devices, including Microsoft security patches
- And when you’re ready, get all the advantages of evolving to more contemporary systems without the complexity and cost

Automation Sentinel helps customers maximize their ABB control system return on investment. The cost of downtime, and ever increasing customer expectations, make Automation Sentinel an outstanding investment.
ABB's solution is best because:
- Access to the widest range of input regarding software and hardware from customers, R&D, product groups, and more
- Factory testing of third party software, devices, and Microsoft security patch upgrade compatibility is done by ABB software experts
- Technical phone support provides a window to the world's most knowledgeable ABB product experts
- Allows you to get the maximum benefit from your ABB control system
- All of this packaged in a deliverable that is easy to understand

Systems Supported
Automation Sentinel subscriptions are available for all system software originally delivered with the system, including the following:
- Advant / Master systems
- Advant OCS with Master SW
- Advant OCS with MOD 300 SW
- Compact 800
- Freelance system
- Symphony Harmony / INFI 90 / Network 90 systems
- MOD 300 system
- Plantguard
- Safeguard 400 Series
- Satt / SattLine
- Symphony DCI System Six
- Symphony Melody
- Symphony Plus
- System 800xA
- Triguard SC300E

References:
Automation Sentinel is the leading ABB control system lifecycle support program around the world, with thousands of subscribers in over 100 countries.
Issues we typically see

- Software must be supported from the first day of installation
- Lack of knowledge regarding available software enhancements
- New devices, laptops, and security patch updates have negative effect automation systems
- Unknown expense of software upgrades
- Desire for more understanding and economical approaches when evolving to new software solutions
- Lack of support for software through its entire life cycle
- Software investments are not fully utilized

Solution

Keep your system software up-to-date and maintain a flexible path forward with new system software. Subscribers receive software updates that include feature packs, service packs, and patches at no additional license cost.

New software
Automation Sentinel is delivered with every new ABB control system purchase. The Maintain Plus (Level 2) option is included for the first year. This provides you software fixes and version upgrades for the first year of operation. At the end of the first year you can gain another 6 months – at no charge – simply by completing our audit sheet, which will help us better understand your system needs. After this time you can purchase the Automation Sentinel coverage you need so your control system remains fully supported, to maximum your return on investment.

Installed software
Three different levels of Sentinel are available to support your currently installed system software.

Maintain (Level 1)
Software updates (e.g. service patches for your installed product). An excellent choice when only basic maintenance is desired.

Deliverables include
- Access to software maintenance updates
- Ability to request early delivery of software patches
- Access to Microsoft security update reports
- Access to third party hardware and software qualification reports

Maintain Plus (Level 2)
New software versions (e.g. upgrading from 5.1 to 5.2). Recommended for customers who want to take advantage of new features.

Deliverables include
- Everything listed in Maintain (Level 1)
- New software versions of the installed products
- Product enhancements and feature packs
- Evolution (new software licenses) within the same OCS platform

Maintain and Evolve (Level 3)
New software platforms (e.g. evolving from ABB OCS system to System 800xA). This is the ideal choice for those who want to move to state of the art control systems.
Deliverables include
− Everything listed in Maintain (Level 1) and Maintain Plus (Level 2)
− Evolution from OCS products to System 800xA or Symphony Plus software

Benefits
New software
Automation Sentinel begins protecting your software investment when it leaves our factory. You have access to software patches and version upgrades during your first year of ownership. When you work with your ABB representative to complete an Automation Sentinel audit form, you will receive a six month extension at no cost.

Installed software
After the initial Automation Sentinel period, there are three options to support your software investment, depending on the life cycle stage of your system. Each is focused on maximizing both short and long-term return on investment (ROI). This is accomplished in packaged support that is easy to understand, budget, and implement. You’ll know that your software is providing optimum value to your business, satisfying the needs of both you and your customers.

ABB’s solution is best because:
Software patches and enhancements, and our R&D group, are made available to our Automation Sentinel customers. New versions and evolutions to these platforms are packaged in a way that allows you to get the most from your investment.

North America Customer Service Center
29801 Euclid Avenue
Wickliffe OH 44092 1832, USA
Tel: 1 800 HELP 365 (1 800 435 7365) option 0
Outside USA/Canada: +1 440 585 7804
Fax: +1 919 666 1377

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Issues we typically see

- Unresolved technical issues stop production
- Sites do not have sufficient technical experts on staff for all potential issues
- Most sites could benefit from access to ABB’s global tech support network

Our Solution: 1 800 HELP 365

Automation Sentinel SupportLine technical telephone support, guarantees priority access to knowledgeable ABB systems and equipment support resources. As the OEM, ABB support engineers are best qualified to resolve your support request. Our procedures and support technology provide fast and effective support resolution for system maintenance and optimized asset and process performance.

SupportLine processes include state-of-the-art call management, fax support, and e-mail response to quickly route requests to appropriate resources, 24 hours a day.

Each support case is carefully tracked by the assigned support specialist to ensure expedient and complete resolution. If escalation becomes necessary, our support structure includes 24-hour access to ABB global product and development resources.

Up-to-date information
Technical support engineers are up-to-date on the latest product information and have access to extensive technical information for ABB products and systems. This includes a library of system and process knowledge and documentation.

An archive of support case resolutions is also available to assist in expediting the resolution of support requests. This tool set, combined with on-going training programs, assures the most accurate and qualified response.

Priority response
The SupportLine Plus option provides subscribers the added value of a guaranteed one-hour or less response time, and case-tracking capability for open and closed support case history.

Benefits
- 24 hour support availability
- Guaranteed response time
- Priority support
- Dedicated professionals
- Monitored case status

Why our solution is best
During emergency or non-emergency situations, a single call to Automation Sentinel SupportLine can easily pay for itself by reducing unscheduled downtime.
Automation Sentinel SupportLine
Technical phone support

Each support case is carefully tracked by the assigned support specialist to ensure expedient and complete resolution. If escalation becomes necessary, our support structure includes 24-hour access to ABB global product and development resources.

– One number for all requests
  1 800 HELP 365 (1 800 435 7365)

Subscription levels
SupportLine subscription options include three levels of support. Select a level based on anticipated support requirements.

Support Levels include Gold, Silver and Bronze.

<table>
<thead>
<tr>
<th>SupportLine subscription levels</th>
<th>Annual support hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportLine Gold</td>
<td>35</td>
</tr>
<tr>
<td>SupportLine Silver</td>
<td>20</td>
</tr>
<tr>
<td>SupportLine Bronze</td>
<td>10</td>
</tr>
</tbody>
</table>

SupportLine Plus service, reducing the response time to 1 hour, can be added to any of the above offerings for an additional fee.

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Issues we typically see

- Maintenance personnel are unaware of the latest software enhancements
- Technical documentation is difficult and time-consuming to organize
- Confusion regarding latest version of technical documentation
- Needed information is difficult to find in crisis mode
- Desire to have rich information available to supplement product training
- Busy maintenance professionals are unaware of new automation update information
- Personnel need to have a wide range of knowledge available 24/7/365

Solution: http://solutionsbank.abb.com

Automation Sentinel SolutionsBank web based system keeps your automation equipment information and software updates available, organized, updated, and in one convenient location 24/7.

SolutionsBank Sentinel features include:

1. Publications
   Technical product information is limited to ABB control products and systems. This content is used by ABB service and support engineers and is available to Automation Sentinel subscribers.
   - Technical Bulletins/Application Guides: Keep up to date with technical supplements describing system maintenance and configuration procedures.
   - Product Manuals: Stop searching for paper copies; locate manuals for control systems on-line, quickly and easily. Electronic copies of many product operation and maintenance information manuals are available on-line.
   - Change Notices: Access engineering documents, which detail modifications and control systems enhancements, including new software releases and hardware design changes.
   - Recent Documents: Search for recently released control system documentation by date, product or document type.

2. Downloads
   Browse information by product family and download the latest service packs, release notes and updates. New information is immediately available upon release.

3. AutoNotification
   Automatic e-mail notifications regarding technical updates and product release information, filtered according to your pre-defined installed ABB hardware profile.

4. Troubleshooting
   KnowledgeBank™ includes a variety of hardware and software solutions generated from actual support cases, dynamically incorporated as they are validated. A natural language query search engine easily locates solutions, as well as technical documentation, software and hardware release notices, and available software downloads.

5. Video library
   AVIBank1 (ABB Video Instruction Bank) provides video instruction files, which demonstrate step-by-step procedures for ABB software products and tools. Select a topic, then watch and listen to instructions on-line. AVIBank provides
just-in-time answers to frequently asked questions regarding software installation, operation, configuration, diagnostics and more.

6. Case tracking
Support View 2 provides tracking capability for open technical support cases or for reviewing closed case history. You can review resolution time and total number of cases logged.

7. Forums
Forums provide an interactive environment for discussion groups by creating communication channels. Information, ideas and questions can be presented and exchanged with other users.

8. Customize your SolutionsBank views
My SolutionsBank allows custom views of SolutionsBank content based on individual preferences. Product-specific views can present publications and downloads for specific products or product lines. The active view search function provides the ability to search for information within a specific product area. You can optimize searches with combinations of terms and save for future use. Other features include:
   - Quick product locator
   - Personalized knowledge base
   - User forum lists

**ABB’s solution is best because:**
As the OEM, ABB is uniquely qualified to provide manuals, drawings, field announcements, release notes, test reports, product specification, parts lists, and other support and maintenance tools.

**To access SolutionsBank**
Log-on at Automation Sentinel subscribers are automatically registered for SolutionsBank, and are notified of their SolutionsBank account via e-mail.

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Automation Sentinel SolutionsBank user guide

Basic Features

To log in
- Click Login to enter user name and password and access SolutionsBank
- Click on Forgot Your Password to retrieve it
- If your subscription expires, request a new password by clicking “Feedback” on public SolutionsBank page

SolutionsBank home
Advanced navigation and search options providing users access to software downloads, technical documentation, instructional videos, troubleshooting, case tracking, user forums, and more.

1 Publications
- Software integration/test reports
- Release notes
- Technical documentation
- Device testing reports

Hints
- Find current technical and product update
- Collect current publications before a planned shutdown

2 Downloads
- Collection of ABB software and patches.
- Software downloads
- Firmware upgrades

3 Video Library
- Instructional videos on operation and service.

Hints
- Use to supplement training for maintenance personnel

4 Troubleshooting
- A natural language query search engine easily locates solutions, as well as technical documentation, software and hardware release notices, and available software downloads.

5 Case Tracking*
- Track open and closed technical support cases

*Only available with SupportLine Plus
Automation Sentinel SolutionsBank user guide

Finding what you need

SolutionsBank offers multiple ways to find the publications, downloads, videos and other items you need

Hints
− Drill down product specification levels
− Save wanted information to your “My SolutionsBank” page

Finding things quickly

Recent Downloads

Hints
− Very good choice for the inexperienced user
− Quick way to access the most recent information
Personalizing SolutionsBank

- **My SolutionsBank**: Shows recent documents matching your personally customized profile
  - **My Product View**: view products, publications, downloads, videos, troubleshooting and forums based on “Main View Setup”. Use Search, Explorer or Product Locator to save specific information.
  - **My Product Locator**: select product folders and save to your product view
  - **My Search List**: find product folders and save to your product view
  - **My User Forums**: view forums you subscribed to and position for future updates
  - **My User Profile**: shows your Sentinel expiration date. Enter your product information here for better support
  - **Main View Setup**: customize your SolutionsBank view by product type

- **View Notifications**: Choose a time frame to see items sent to your email address based on your Automatic Notification Configuration Profile

- **Automatic Notifications Configuration Screen**: Receive email notification of newly published documents for selected technologies

**Hints**
- See “Add Notification” and click on “Here”
- Check that your email is entered correctly
Contact us

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   2 Parts   4 Training
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