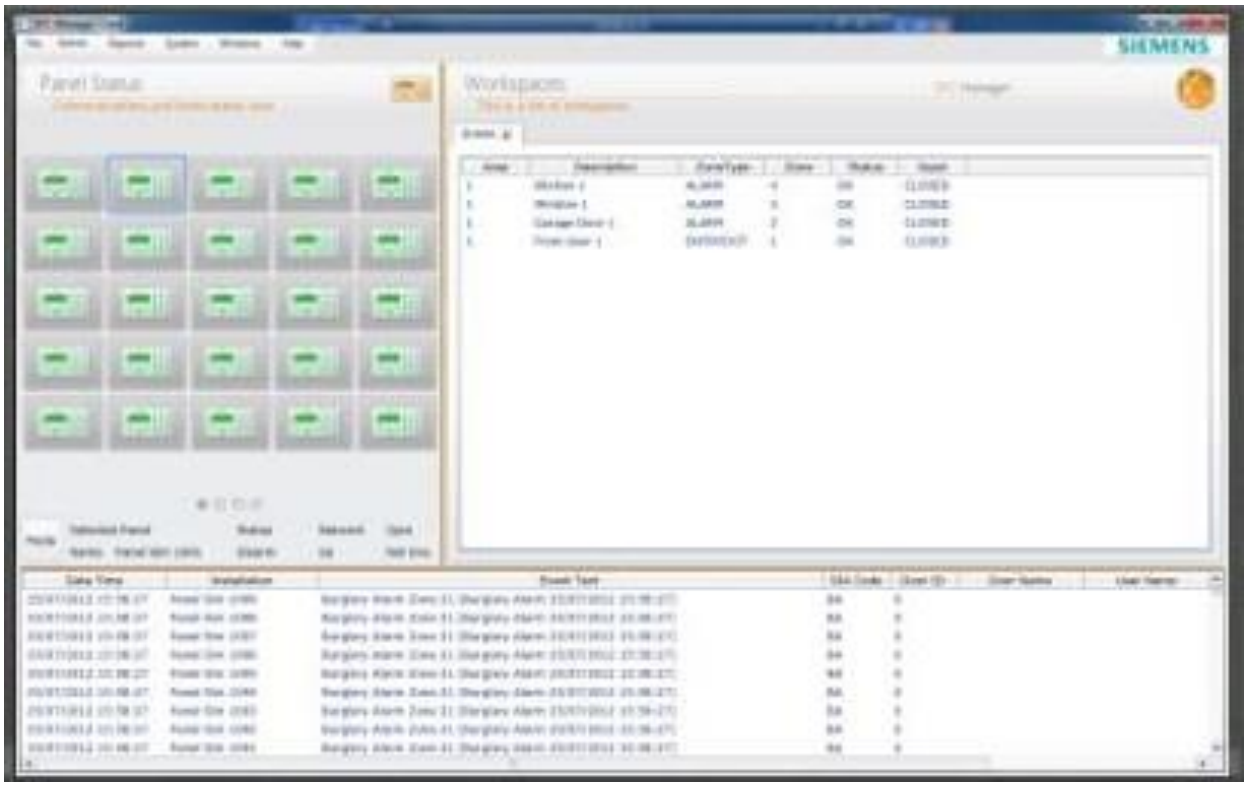
SUPPORT INFORMATION

Technical Support

Intrusion

SPC Manager Basic Setup



This document describes the process for enabling access to your SPC Panel via SPC Manger.

It is only available when using the following panels SPC4320, 5320, 5330, 5350, 6330 or 6350.

The panel MUST have a static IP Address and be able to get internally or externally to the SPC Manager Server.

SPC Manager

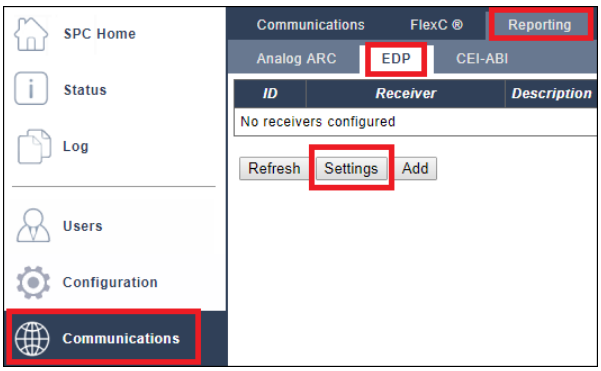
The NON licenced version of SPC Manager has a 30 day trial period.
You can install and run SPC Manager as a demo version (1x Client, 5x SPC Panels) then upgrade to the full version using a Licence.
SPC Manger Basic – 1x Client, 5x SPC Panels.
SPC Manger Standard – 10x Client, 100x SPC Panels.
SPC Manger Advanced – 50x Client, 1000x SPC Panels.

The MAC address of the PC being used for the SPC Manager installation is required for the Licence to be created.

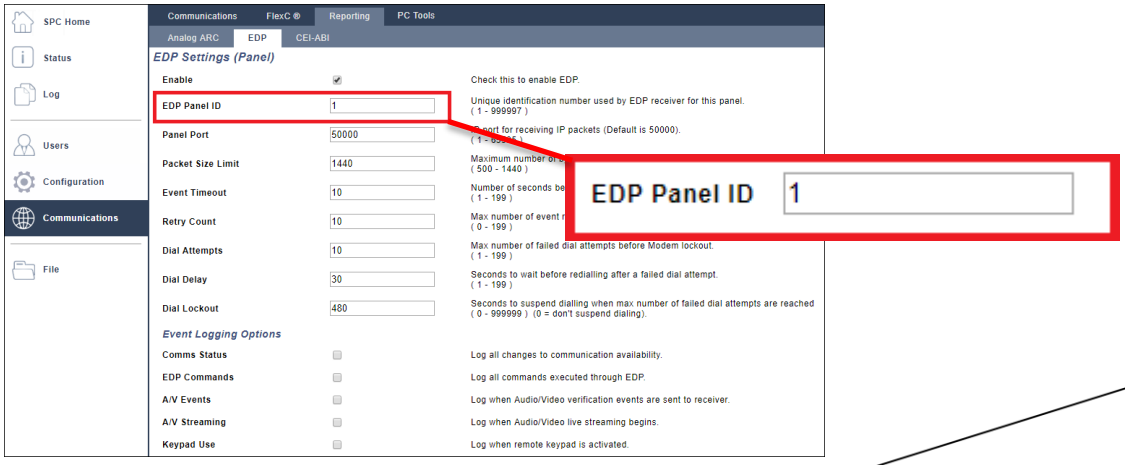
The connection between the panel and the Server is done using an EDP connection over IP.

SPC Panel Setup

Full Engineer > Communications > Reporting > EDP > Settings



The number used here must be unique for any panels connected to the same SPC Manager Server. When they appear in the SPC Manager Client, this is the ID they display.
This EDP Panel ID 1 so the next would be 2,3,4.
If two or more panels are numbered the same, then the Client software can't separate them so won't connect. If you have two SPC Manager Servers then it will be ID 1 on both systems.

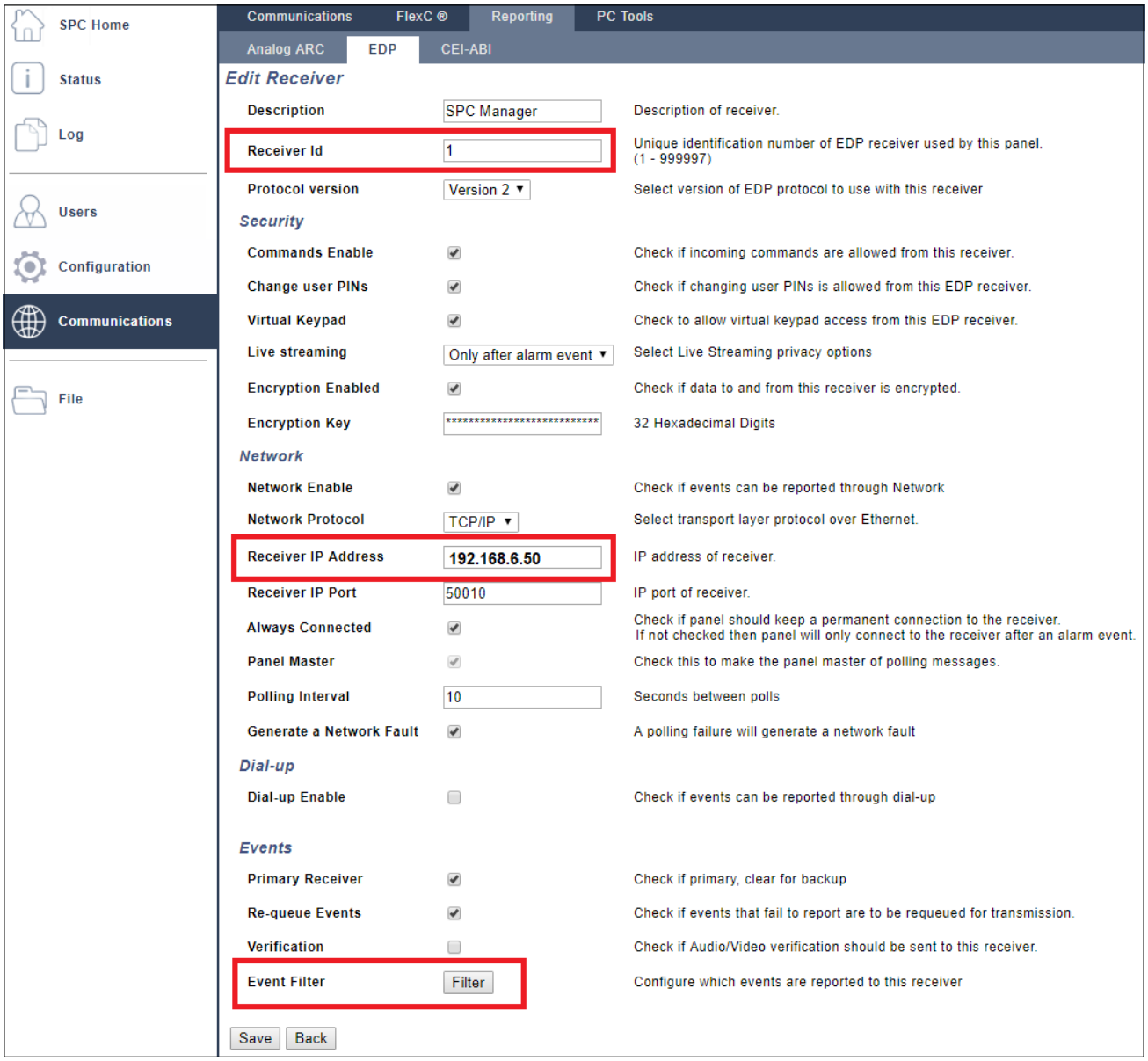


© Vanderbilt 2018

Add an EDP Receiver.
Full Engineer > Communications > Reporting > EDP > Add
The Receiver ID should to be the same as the SPC Manager Server ID. Both No 1 by default.

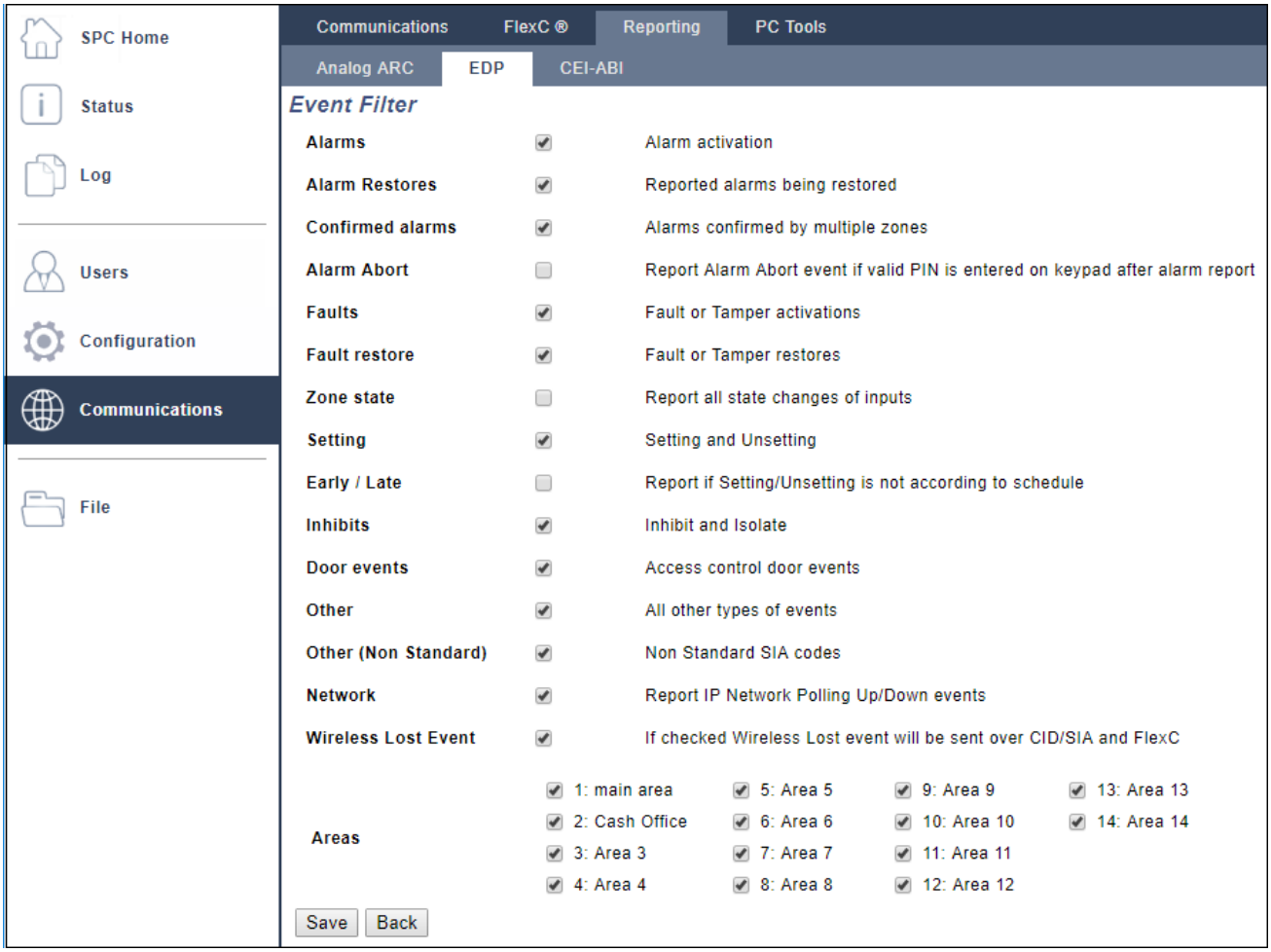
The Receiver IP Address must be the same as the PC running the SPC Manager Server.

The Receiver IP Port is normally left as Default but must match the Server RX port



© Vanderbilt 2018

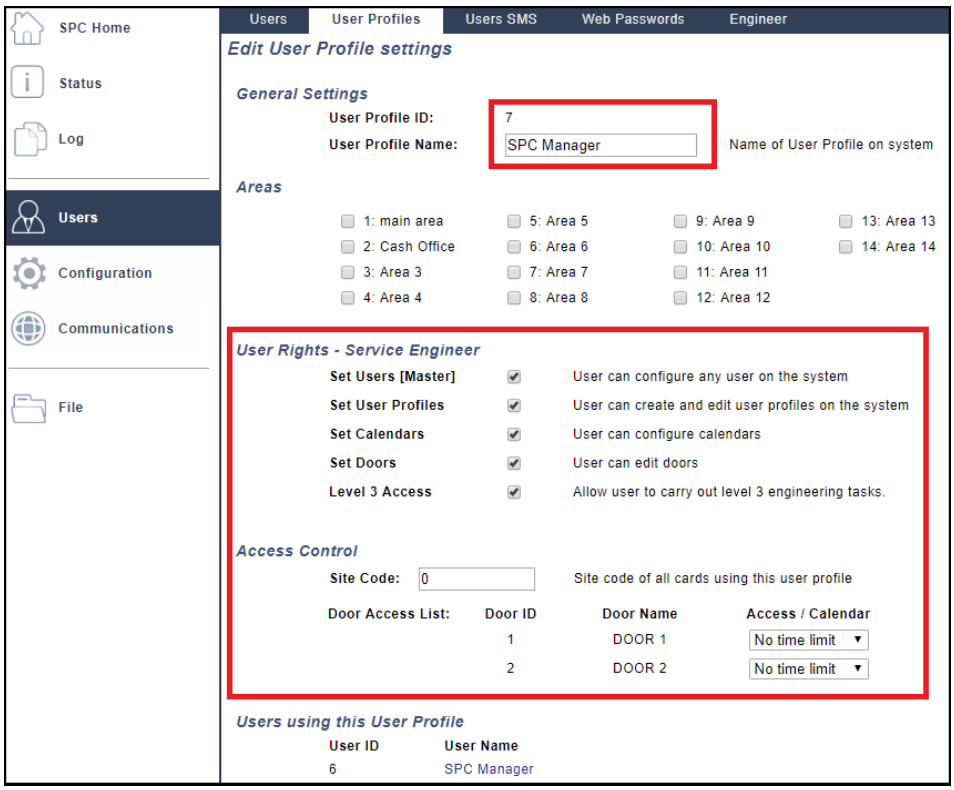
In the Event Filters you can select what events are reported to the SPC Manager Client.



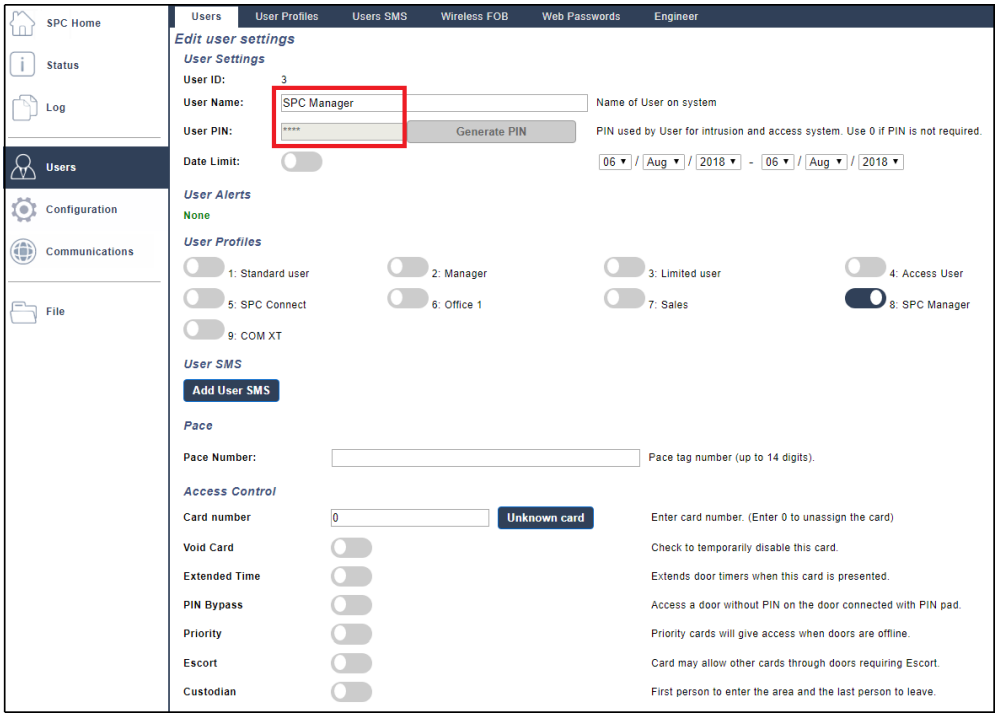
The Global Pin Digits on the panel must match the Global Pin Settings on the SPC Manager Client.

© Vanderbilt 2018

Create a User Profile specifically for SPC Manager.
Only the **Service Engineer** and **Access Control** options are required for SPC Manager.



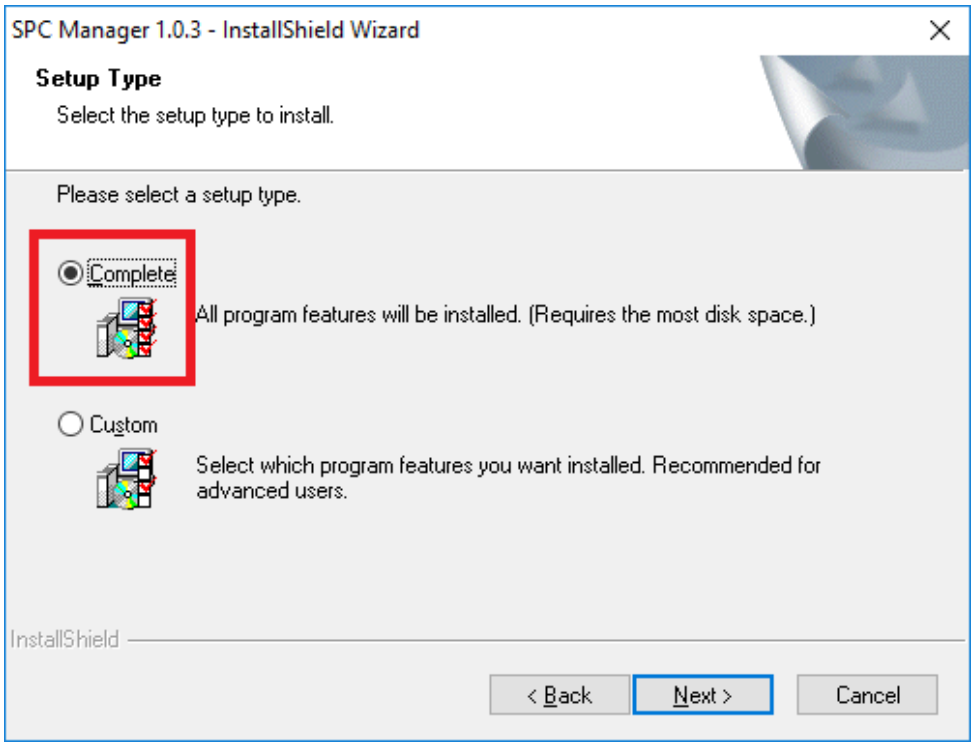
Create a User specifically for SPC Manager and select the SPC Manager Profile.
Make a note of the User Name and User Pin as it will be required for the Client setup.

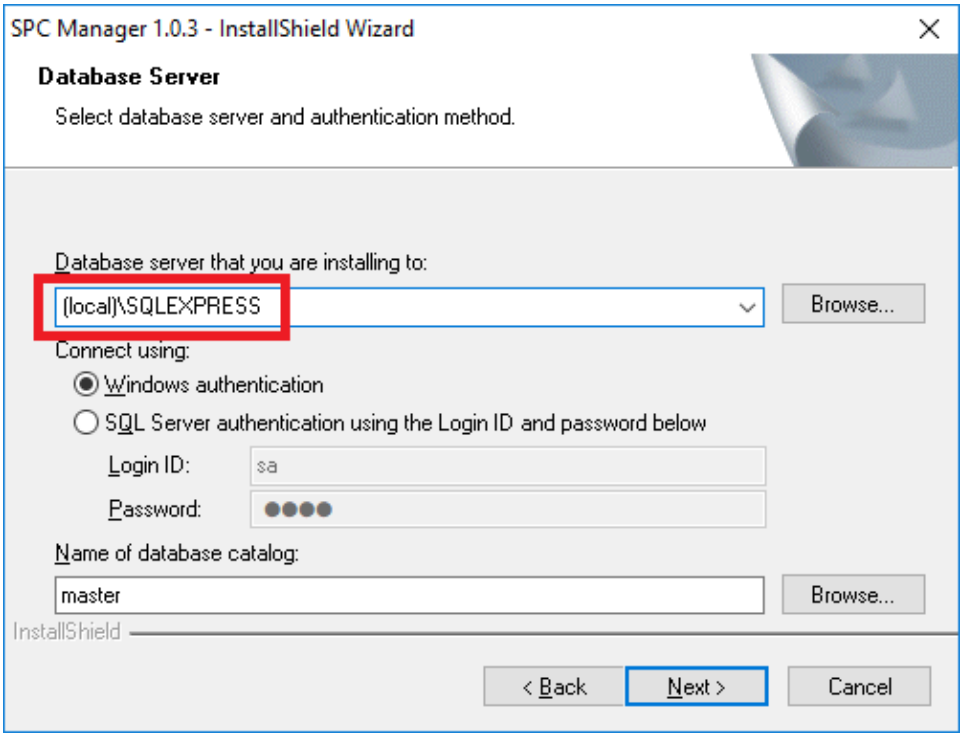


© Vanderbilt 2018

SPC Manager Software Installation

Run the software installation as an Administrator.
The software install is generally the default setup but if the Database server is changed then you need to make a note of the name for the server setup.





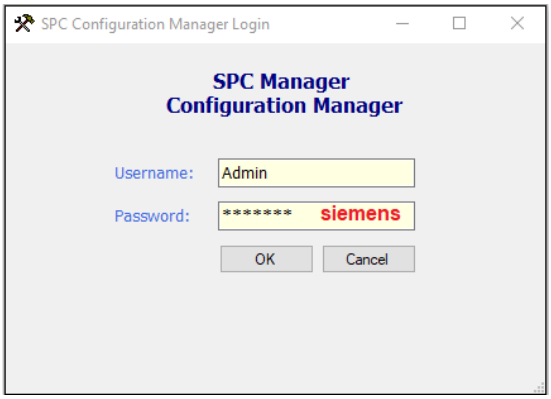
Make a note of the Database Server Name. (Default install – SQLEXPRESS)

© Vanderbilt 2018

SPC Manager Server

Go to - Local Disk (C:) > Program Files(x86) > Siemens Switzerland Ltd > SPC Manager > Server > SPC Configuration Manager.exe > Right click and Run as Administrator.

Default login
Username : – Admin
Password : - siemens



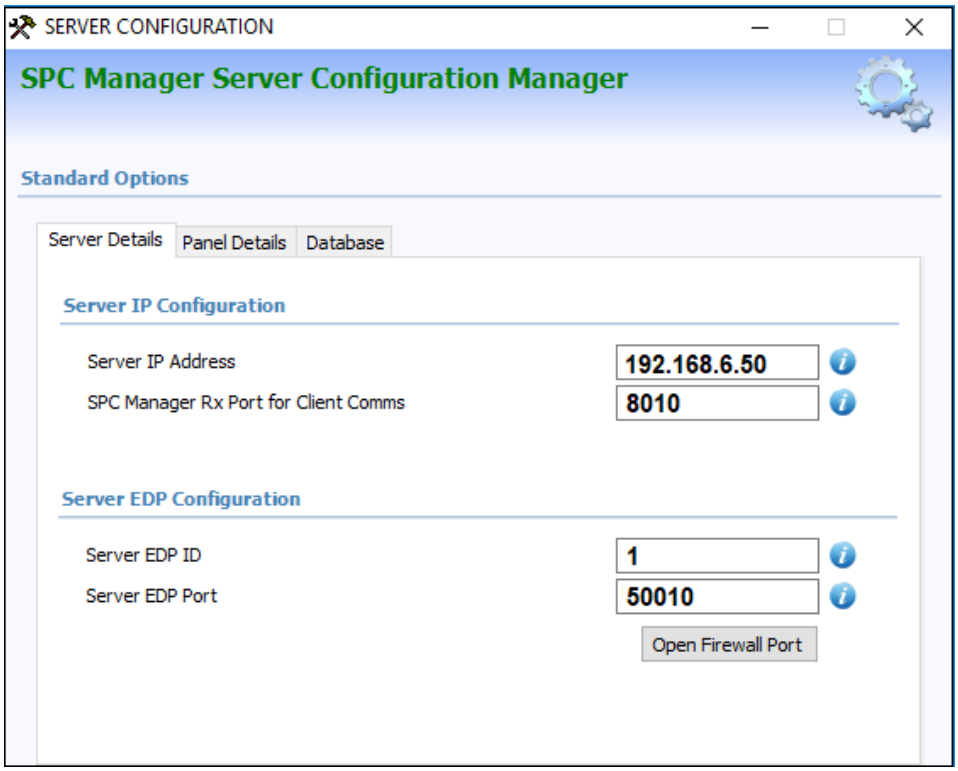
The settings below can be left as default or changed by the Monitoring Centre but must be changed both on the Server and SPC Panel.

Server IP Configuration

The Server IP Address is the Address of the PC running the Server software.
The RX Port is normally left as default

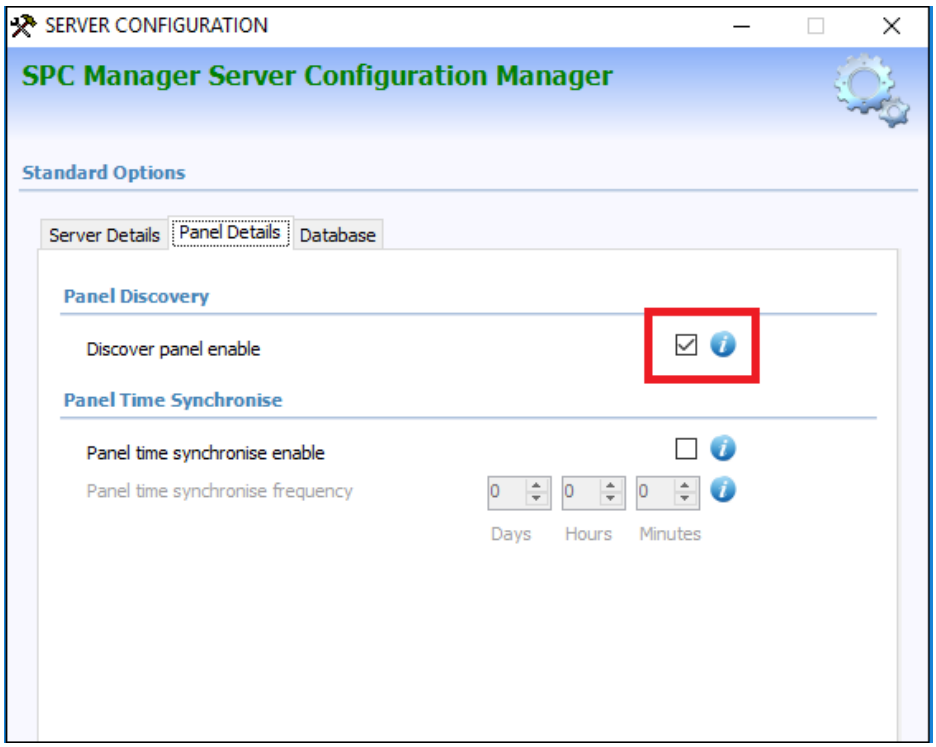
Server EDP Configuration

The Server EDP ID must match the panel Receiver ID setup.
The Server EDP Port must match the panel Receiver IP Port setup.

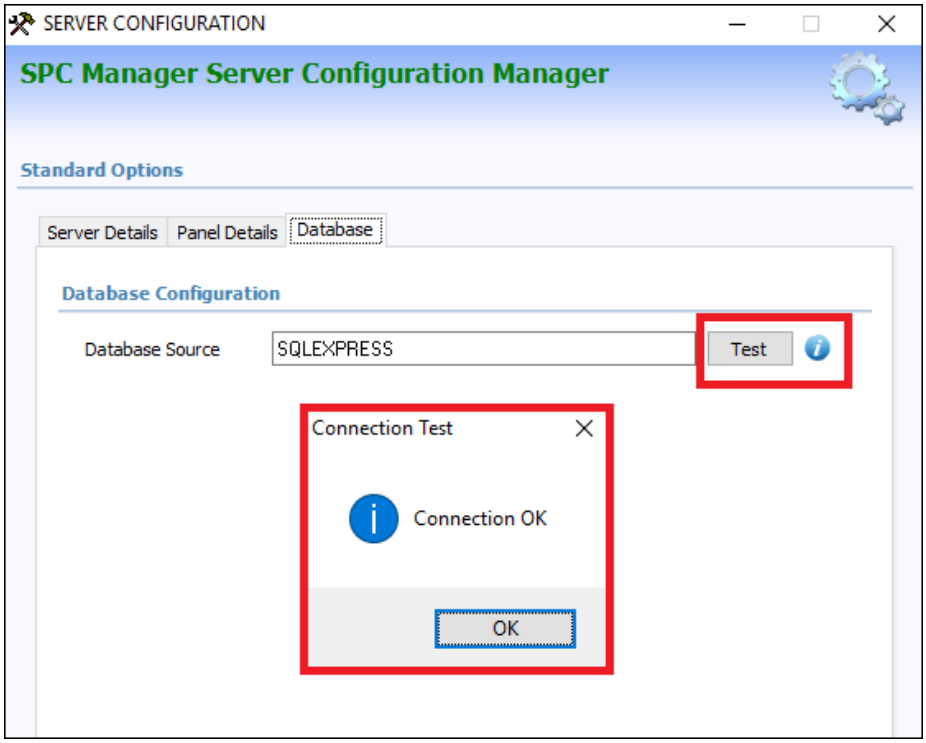


© Vanderbilt 2018

If the Auto discovery option is enabled, then any panel with the correct details added will appear in the SPC manager Client. If not, then the panel must be added manually.

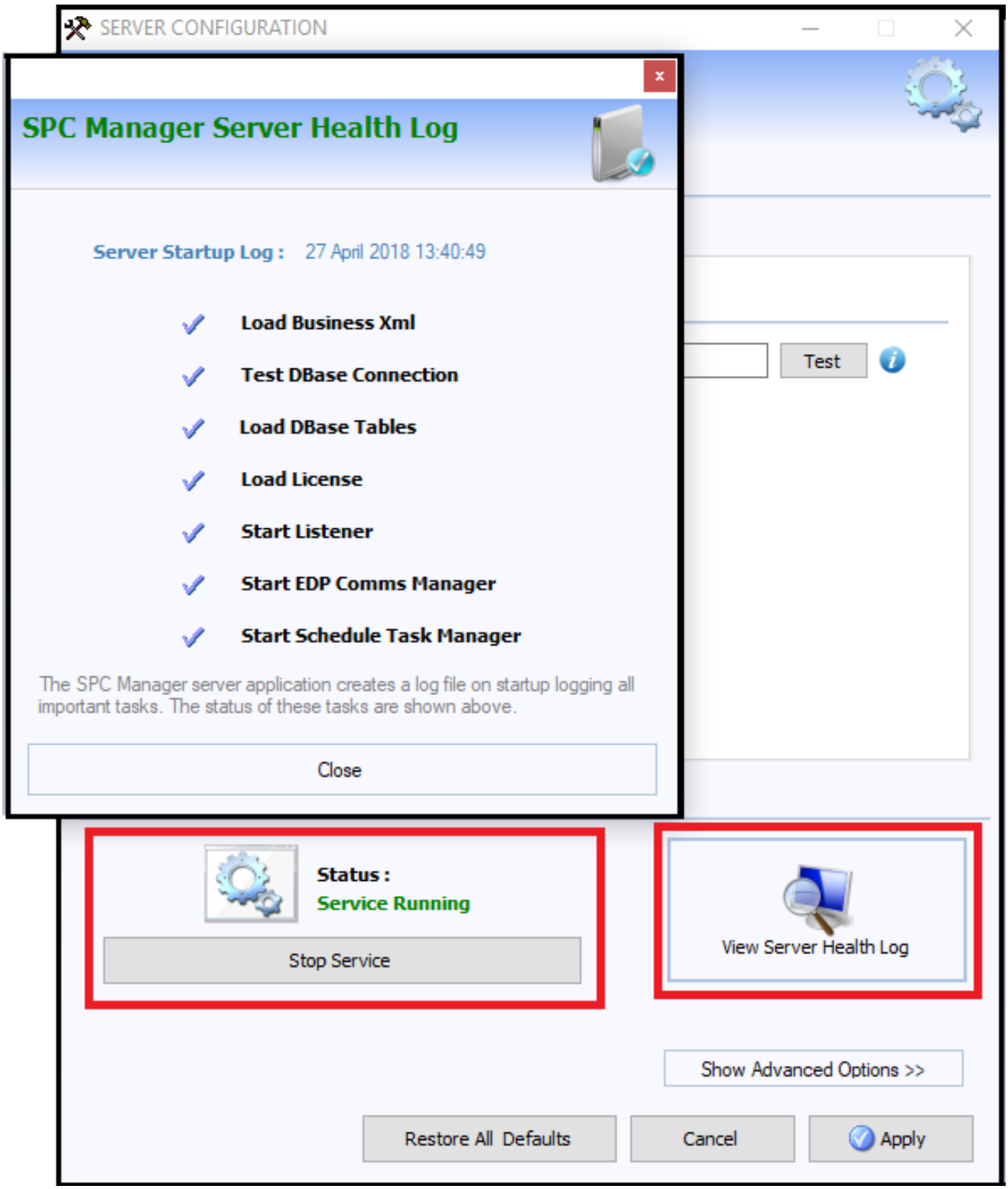


You can test the SQL Database connection using the test option.



© Vanderbilt 2018

Start the SPC Manager Server Service if not already running then Test the connection using the Health Log option.



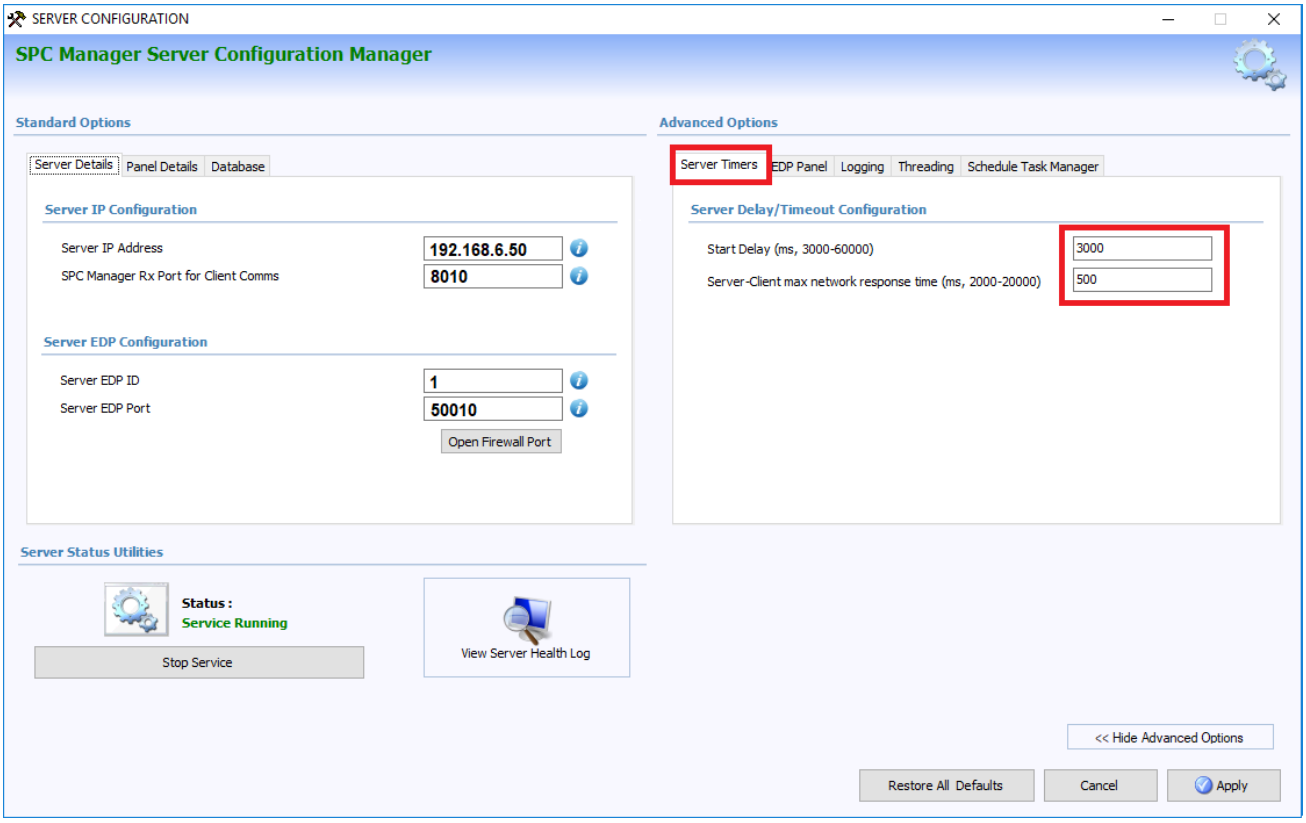
© Vanderbilt 2018

Under the 'Show Advanced Options >>', you can change the server Timers, logs etc.

Server Timers

Start Delay:
Delay allowing Services to start before connecting to the Database.
(3000 to 60000ms) (3 – 60 Seconds)

Response Time:
If connection to Client is not confirmed within the time, then Server reports connection error.
(2000 to 20000ms) (2 - 20 Seconds)



© Vanderbilt 2018

EDP Panel

Non-Operator Command:

Retry Time:

Wait Time for a response from a Server initiated EDP command.
(50 to 30000ms) (50ms to 30 Seconds)

Max retries:

Number retries of the Server initiated EDP command.
(1 – 20)

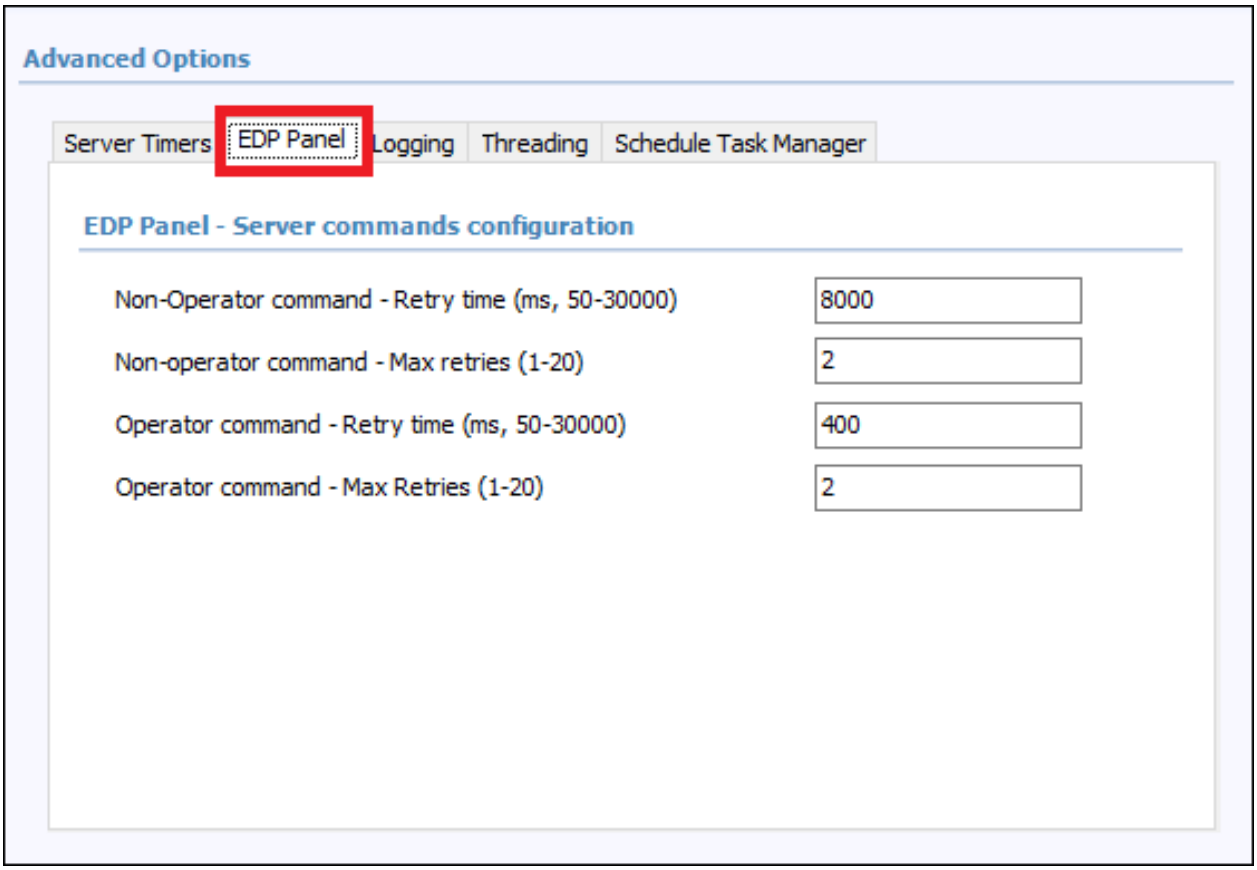
Operator Command:

Retry Time:

Wait Time for a response from a Operator initiated EDP command.
(50 to 30000ms) (50ms to 30 Seconds)

Max retries:

Number retries of the Operator initiated EDP command.
(1 – 20)



© Vanderbilt 2018

Logging

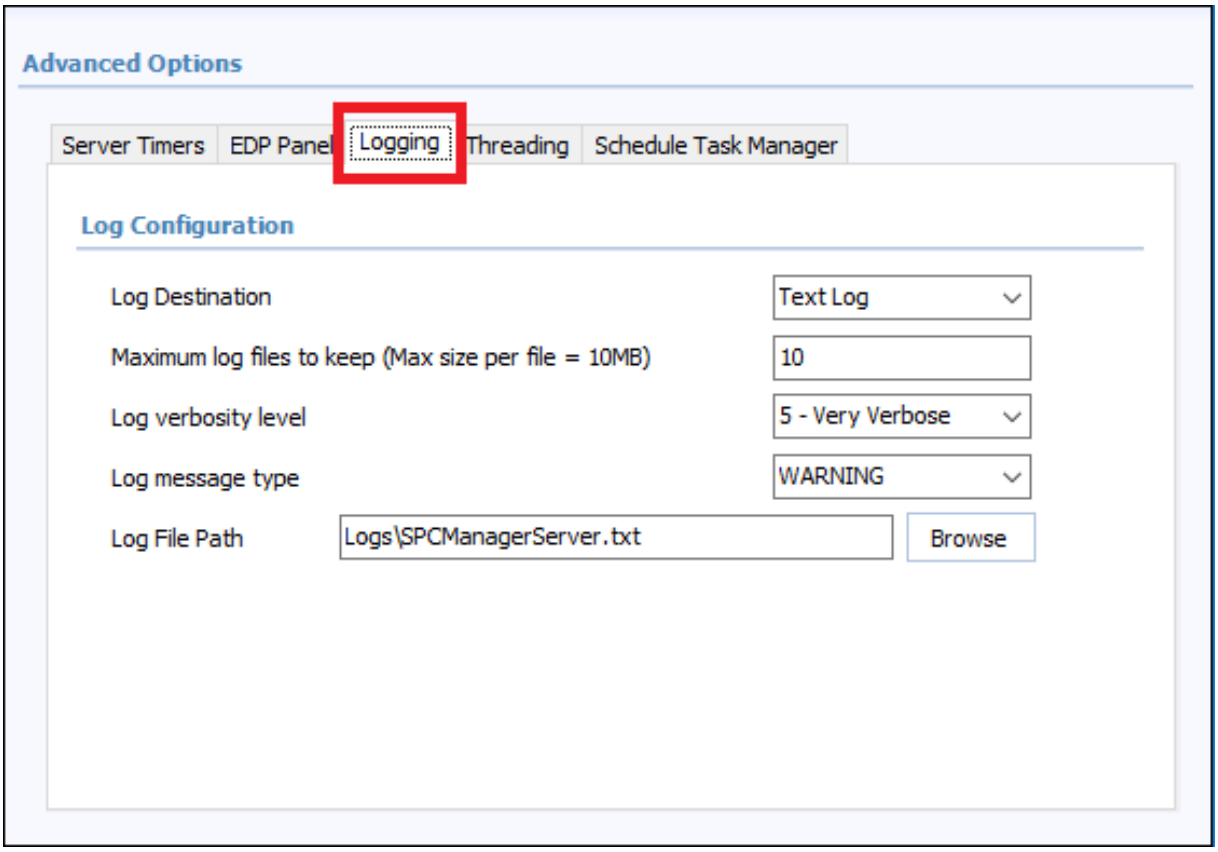
Destination:
SPC manager can log messages as Text Files in the Database or in the Windows Event Log.
Note:
Using the Windows Event Log is not recommended as it can quickly fill up and will slow the Server performance.

Max Logs:
Number of Text File logs kept before older files are overwritten.
Note: Each file can be a Maximum of 10Mb in size.

Verbosity:
Specify the amount of data logged on a scale of 1 to 5.
1 = Only urgent messages are logged
5 = Large amount of data Information is logged.
Note: Higher logging levels will affect the server performance.

Message Type:
Select the type of messages that are logged. (ALL, ERROR, WARNING or INFORMATION).
Note: Selecting ALL messages will affect the server performance.

Log Path:
You can specify where the log files will be saved.

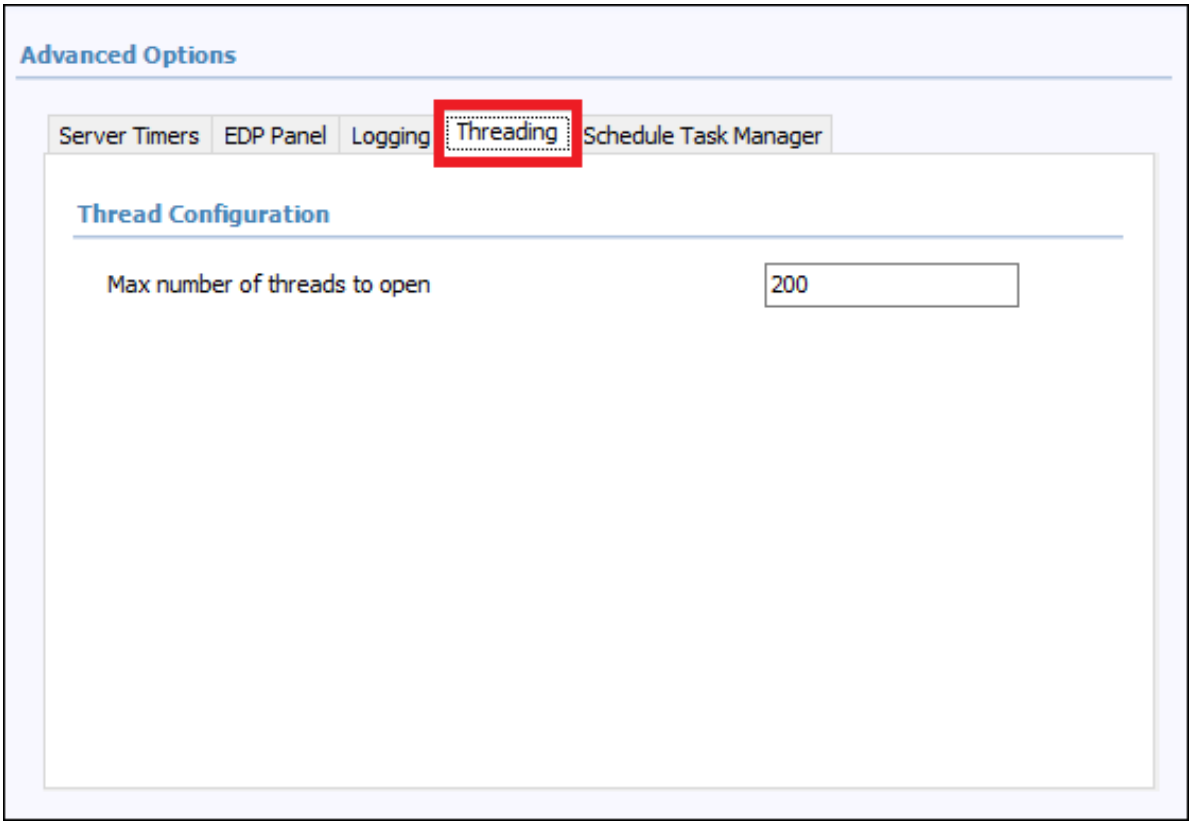


© Vanderbilt 2018

Threading

SPC Manager is a multi-threading server where multiple requests to multiple panels can be dealt with in parallel.
This value determines how many parallel processes can be active at a point in time.

Note: This value should not be increased without consultation with Technical Support.



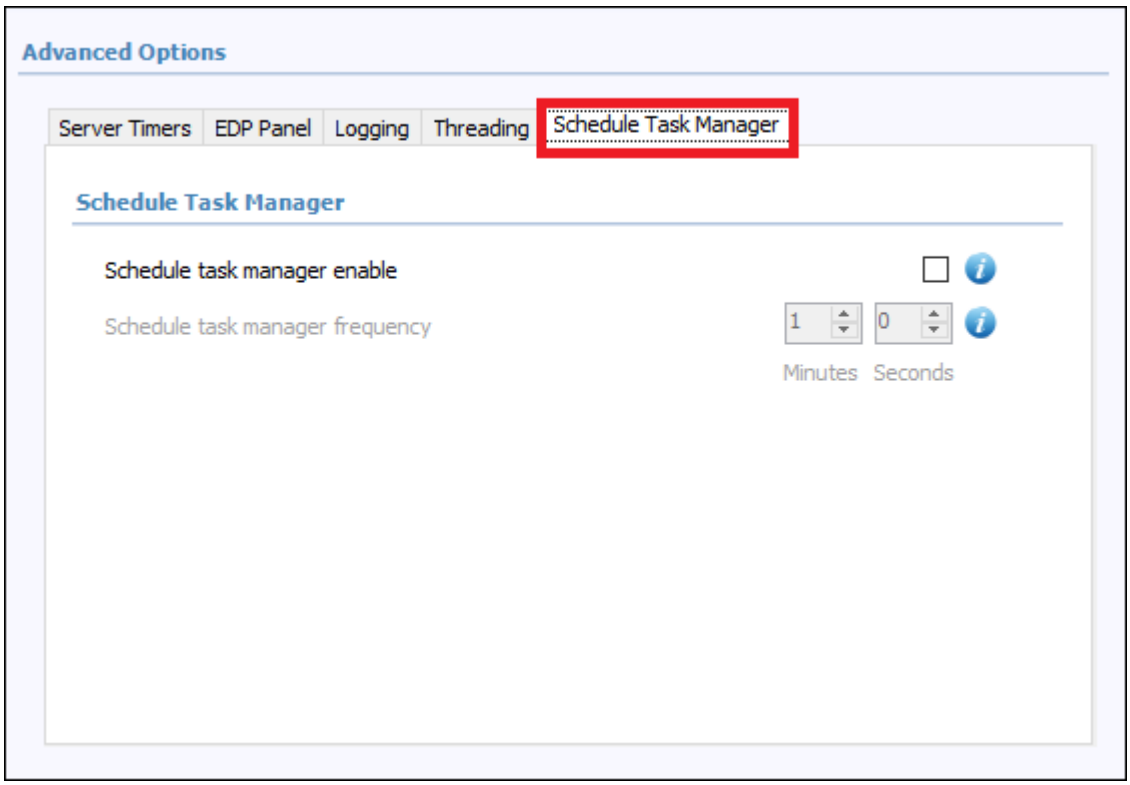
© Vanderbilt 2018

Schedule

Task Frequency:

Enter a time in the 'Schedule task manager frequency' to determine the time interval to run the schedule task manager to check for scheduled tasks.

You can schedule the following actions.



Action	Menu path
Add Exception Day	System – Global Exception Days – Add Exception Day – Add to Schedule
Schedule Exception Day for deletion	System – Global Exception Days - Add Exception Day to Delete Schedule
Add Calendar	System – Global Calendars - Add Calendar – Add to Schedule
Schedule Calendar for deletion	System – Global Calendars – Schedule Calendar for deletion
Add Global User	System – Global Users – Add Global User – Add to Schedule
Schedule User for deletion	System – Global Users – Schedule User for deletion
Add Global User Profile	System – User Profile Manager – Create a New Global User Profile – Add to Schedule
Schedule User Profile for Deletion	System – Global User Profiles – Schedule User

© Vanderbilt 2018

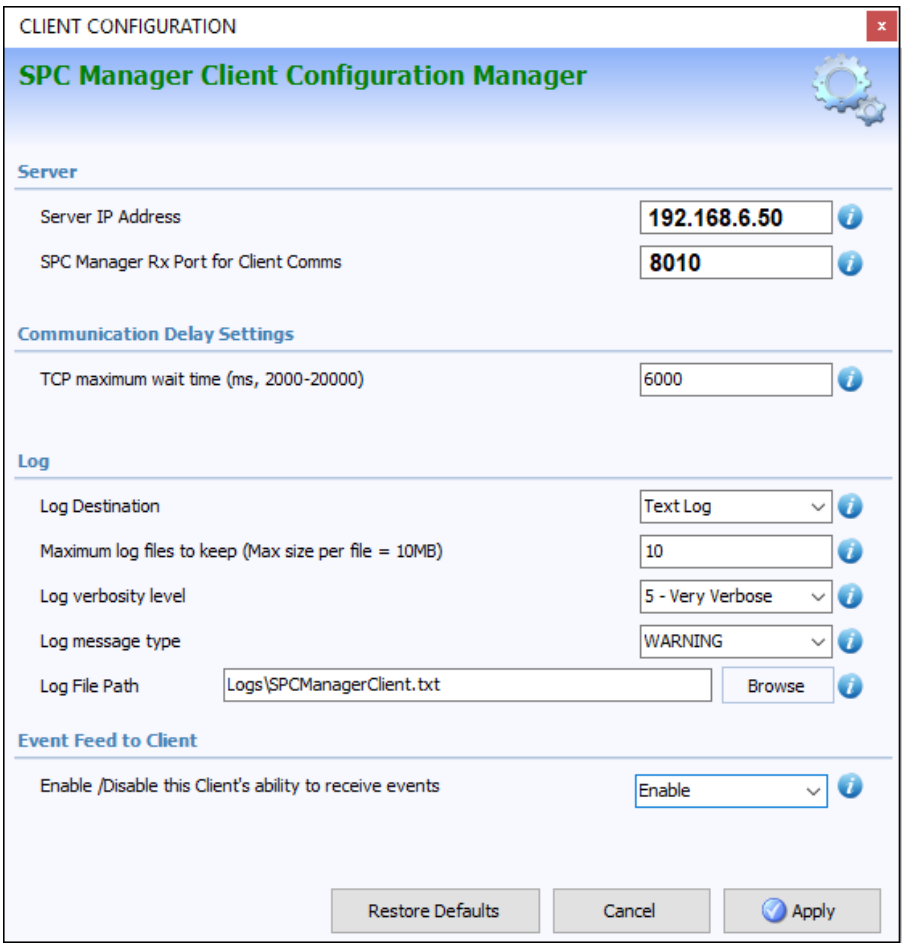
SPC Manager Client

You do not need to change any of the Default setting below unless required.

TCP Maximum Wait Time
Maximum Wait time before the communications link to the server is deemed to have failed.

Log
For information about the Log settings go to page 12 as they are similar to the Server Logs.

Event Feed to Client
Enable this option to allow a client to receive events. Only the first five clients to log in to SPC Manager with this option enabled will receive events. When you log in to the SPC Manager client, you will get one of the following messages:
Event Mode Activated - Confirms that you can receive events in the event window.
No events will be shown in this client - This option is disabled, and no events will display in the event window.
The maximum number of clients in Event mode has been reached. No events will be shown. – No events will be displayed if more than five other clients are already logged in and configured to receive events.



© Vanderbilt 2018