BA00055S/00/EN/23.22
71559282
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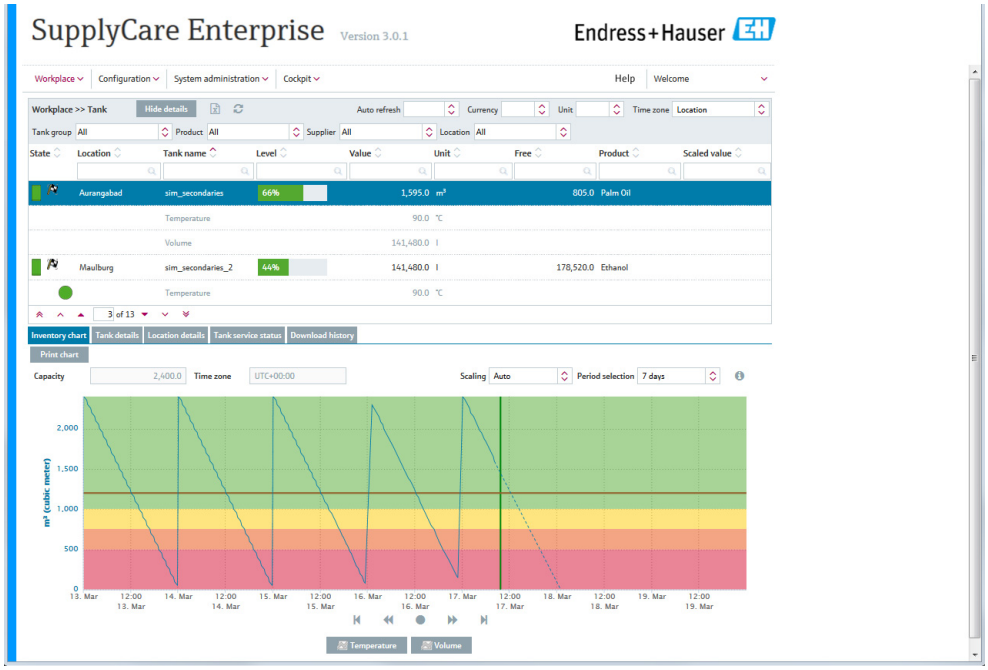
Valid as of software version:
3.5.x

Operating Instructions
SupplyCare Enterprise

Operation manual
Operating program for the coordination of material and information flow along the supply chain



Endress+Hauser
People for Process Automation

Change history

Document version	Valid for SW version	Changes to the previous version
BA00055S/00/EN/18.16	3.0.xx	**User Interface** updated. **Span limits** for secondary values, with tolerance. **Multiple disposals/deliveries** per day manageable. Fast data display as an option for the user interface. User preferences augmented: Level can now be shown in millimeters. **Report template** Secondary report implemented. **Software license management** altered.
BA00055S/00/EN/19.16	3.1.xx	**Tankfreeze** augmented and **Tank holdup** implemented. **User preferences** augmented: Level can now be displayed in millimeters. **Reconciliation Report** implemented.
BA00055S/00/EN/20.17	3.2.xx	Function **Change Software ID** implemented. New **Gateway HG1plus** entered into list. Data storage additionally in **PostgreSQL** database.
BA00055S/00/EN/21.19	3.3.xx	**Automatic update of GPS coordinates (Geopositioning)** implemented. Chapter **Diagnostics and troubleshooting** added.
BA00055S/00/EN/22.20	3.4.xx	**Encrypted transfer of reports via FTPS** implemented. Mail access via **Microsoft 365** implemented. **Derby** Database no longer supported.
BA00055S/00/EN/23.22	3.5.xx	**Linearization function** for primary value augmented. Function is now available for user role Master data. **Template type Silo** added. Additional language support implemented: **Portuguese**

Table of Contents

1 Document information

1.1 Document function

This manual should support you during the configuration and operation of SupplyCare Enterprise.

1.2 Target audience

Beside basic PC operating knowledge no special training is needed to perform the Supply Chain software management operations. Nevertheless it is recommended receiving a training on the system by Endress+Hauser.

1.3 Symbols and conventions

1.3.1 Used symbols

Safety symbols

Symbol	Meaning
 A0011189-EN	**DANGER!** This symbol alerts you to a dangerous situation. Failure to avoid this situation will result in serious or fatal injury.
 A0011190-EN	**WARNING!** This symbol alerts you to a dangerous situation. Failure to avoid this situation can result in serious or fatal injury.
 A0011191-EN	**CAUTION!** This symbol alerts you to a dangerous situation. Failure to avoid this situation can result in minor or medium injury.
 A0011192-EN	**NOTICE!** This symbol contains information on procedures and other facts which do not result in personal injury.

Symbols for certain types of information

Symbol	Meaning
 A0011193	**Tip** Indicates additional information.
 A0011195	**Reference to page** Refers to the corresponding page number.
1. , 2. , 3. ...	Series of steps
 A0018373	Result of a sequence of actions

Symbols in graphics

Symbol	Meaning
1, 2, 3 ...	Item numbers

1. , 2. , 3. ...	Series of steps
A, **B**, **C** ...	Views
 A0011187	**Hazardous area** Indicates a hazardous area.
 A0011188	**Indicates a non-hazardous location** Safe area (non-hazardous area)

1.4 Conventions used in this manual

Typographical emphasis and particular symbols have been used to provide a clear structure for this manual and highlight important information.

1.4.1 Emphasizing text

The following table provides you with a brief overview of conventions used to highlight and emphasize text in this manual.

Text emphasis	Meaning	Example
Bold	Keybord entry, button, tab, menu, instruction, directory path, commands	Select the **Event Details** tab. Click the **Event** menu items.

1.5 Documentation

1.5.1 Operating instructions

Document number	Product	Type of Document
KA01579S	SupplyCare Enterprise	Getting Started

2 Basic safety instructions

2.1 Requirements for the personnel

The personnel for installation, commissioning, diagnostics and maintenance must fulfill the following requirements:

- Trained, qualified specialists: must have a relevant qualification for this specific function and task
- Are authorized by the plant owner/operator
- Are familiar with federal/national regulations
- Before beginning work, the specialist staff must have read and understood the instructions in the Operating Instructions and supplementary documentation as well as in the certificates (depending on the application)
- Following instructions and basic conditions

The operating personnel must fulfill the following requirements:

- Being instructed and authorized according to the requirements of the task by the facility's owner operator
- Following the instructions in these Operating Instructions

2.2 IT security

We only provide a warranty if the operating program is installed and used as described in the Operating Instructions.

IT security measures in line with operators' security standards and designed to provide additional protection for the operating program and operating program data transfer must be implemented by the operators themselves.

2.3 Designated use

SupplyCare Enterprise is a web-based operating program for coordinating the flow of material and information along the supply chain.

SupplyCare Enterprise gives you complete transparency over inventory levels in tanks and silos, anytime, anywhere and even at remote locations.
Based on the measuring and transmission technology installed on site, the current inventories are recorded and transmitted to SupplyCare. With SupplyCare, you have a constant overview of all the current inventories. Critical levels are clearly indicated and you can also receive active information on these levels if required. Calculated prognosis gives additional security for replenishment planning.

2.4 Installation, commissioning and operation

A PC connected to the Internet or Intranet is needed to use SupplyCare Enterprise software.
To install the SupplyCare Enterprise software, insert the DVD-ROM into the CD-ROM drive of your PC.
Follow the setup instructions in manual KA01579S/Getting Started.

2.5 Technical improvement

Endress+Hauser reserves the right to make technical improvements to the hardware and software without prior notice. Such improvements are not documented if they do not affect the operating functions of the software. A new version of the Operating Instructions is created if the improvement affects operation. See the change history in this manual.

2.6 This document

The screen views illustrated in this manual are sample views and can deviate from the views you see on your screen. The screen views depend on personal settings and on the application.

3 Identification

3.1 Product identification

The following options are available for identification of the software:

- Order code with breakdown of the software features on the delivery note or the sticker on the back of the installation CD.
- Enter serial numbers from the sticker on the back of the installation CD in W@M Device Viewer (www.endress.com/deviceviewer). All information about the software is displayed.

3.2 Order code and software type

To find out the exact type of your ordered software, enter the order code indicated on the sticker on the back of the installation CD in the search screen at the following address: www.products.endress.com/order-ident

3.3 System requirements

Internet browser:
- Microsoft® Edge 93 (or later)
- Mozilla Firefox 92 (or later)
- Google Chrome™ 93 (or later)

Mobile devices:
- Apple® iPhone® with Safari® on iOS 15 (or later)
- Apple® iPad® with Safari® on iOS 15 (or later)

Browser configuration:
- Active Scripting enabled
- JavaScript enabled
- Allow cookies

These are the official supported browsers that we recommend to use for our SupplyCare Enterprise application. The use of any other browser version or technology may lead to limited functionality and display.

3.3.1 Operating systems

- Microsoft® Windows® 10 (Enterprise)
- Microsoft® Windows® 11 (Enterprise)
- Microsoft® Windows Server® 2016 (Standard)
- Microsoft® Windows Server® 2019 (Standard)
- Microsoft® Windows Server® 2022 (Standard)

SupplyCare Enterprise runs by default in an Apache Tomcat-environment on an application server as service under Microsoft Windows. The operators and administrators operate the application via web browser from their desks.

Automatic reboot after Windows updates may fail to start the Windows service **SupplyCareEnterprise**. As a consequence, SupplyCare Enterprise does not start.
Remedy: Start Windows services app, select Windows service **SupplyCareEnterprise**, start service.
Recommendation: Change the maintenance settings of the computer. Control updates of the operation system manually instead of setting them to automatic.

3.3.2 Hardware

If there is a version of SupplyCare already installed and activated, the license must be returned before alterations are being made on the computer hardware (Help → License information → Return license). Activate the software again after the hardware alterations are finished (Help → License information → Activate software).

- Processor type: 4 cores, 3 GHz or better
- Main memory (RAM): 8 GB (free memory)
- Hard-disk (HDD) capacity: 50 GB for full installation, depending on database size.
- Monitor resolution, display: 1280 x 800

3.4 Registered trademarks

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3.4.1 Legal notice concerning trademarks

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4 System description

4.1 Inventory Control with SupplyCare

SupplyCare Enterprise comprises Software-components and information within the field of Inventory Control. SupplyCare can collect and visualize inventory, availability, consumption and needs of the tanks and silos online. This allows the rationalization of business and logistic processes and the reduction of inventory and stockout. From onsite measurement and global remote data transmission and visualization to integration in ERP systems, SupplyCare offers a universal, standards-based solution. SupplyCare is modular in design. The modules "Monitoring" and "Logistics" contain the following functions:

Module	Functions
Monitoring	▪ Configurable overview page ▪ History and forecast ▪ CSV download ▪ System Alarm Notification (Admin) ▪ Graphics ▪ Event Management ▪ Report configurator ▪ Frozen Limits
Logistics	▪ Configurable overview page ▪ History and forecast ▪ CSV download ▪ System Alarm Notification (Admin) ▪ Graphics ▪ Event Management ▪ Report configurator ▪ Frozen Limits ▪ Scheduling ▪ Totaling ▪ Analysis ▪ Geographical Visualization

4.2 SupplyCare Enterprise

SupplyCare Enterprise is a web-based operating program for the indication and monitoring of levels of e.g. tanks and silos spread all over the world.
SupplyCare Enterprise runs by default in an Apache Tomcat-environment on an application server as service under Microsoft Windows. The operators and administrators operate the application via web browser from theirs desks.

4.3 Indication of inventory data

The tank and silo inventories are regularly collected by SupplyCare Enterprise. The current and previous inventory data can be indicated at any time (→ 35 and → 86).

4.3.1 Fast Field Scan

The function **Fast Field Scan** offers the opportunity to display the inventory data actually shown on the graphical user interface faster than in the standard application.
Refreshing the tank data takes place as fast as possible within the limits of the infrastucture (refreshing time possible, ideal conditions given: 1 minute). Since this function strongly depends from infrastructure, it cannot be excluded that, upon activation of Fast Field Scan, undesired side effects may happen in the application.
We recommend to use the Fast Field Scan in applications with maximum 100 Tanks only.

The feature Fast Field Scan exclusively serves the faster visualization of the tanks shown on the application at a given moment. The data are not saved and do not go into calculations or scheduling.

In the **Tank details** tab, the following fields are being refreshed rapidly:
- Value (only primary values)
- Time stamp
- Free
- Level bar in the tank shape

The inventory chart is excluded from the Fast Field Scan function.

In the workplace **My tank view**, the following fields are being refreshed rapidly:
- Value (only primary values)
- Scaled value
- Status
- Time stamp
- Level bar in the tank shape

Only data from those tanks and aggregated tanks can be rapidly refreshed, which feature gateways that transfer data via Ethernet to SupplyCare.

Manual data cannot be edited while Fast Field Scan is active.

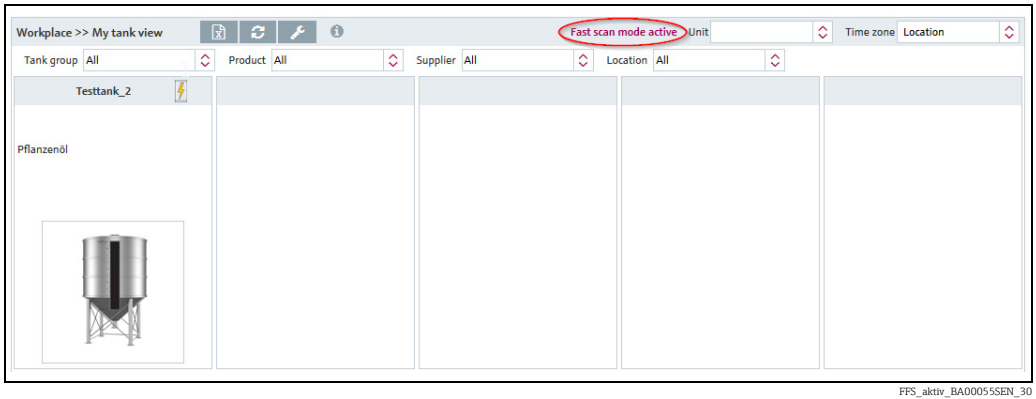
Fast Field Scan is deactivated by default.

Activating Fast Field Scan

Only people whose user role is configured as **System administrator** or **Local administrator** can activate and deactivate the function **Fast Field Scan**.

1. To activate Fast Field Scan, set the value of the parameter **fastfieldscan.enabled** to the value **True**. The parameter is located in the menue **System administration** under menue item **System properties**.

If the function is activated, the panel **Fast scan mode active** is displayed in the header of the overview table in the workplace **My tank view**.



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4.4 Management of master data

With SupplyCare Enterprise you can create and manage master data of locations, companies, tanks, products and users.

4.5 Automatic update of GPS coordinates

By means of a GPS tracker fixed to the tank and transmitting data to the gateway, the up to date location of the tank can be determined anytime and be displayed in SupplyCare. The GPS coordinates are updated automatically in SupplyCare like other measurement data. Updating the GPS coordinates automatically is especially useful for mobile tanks.

The GPS coordinates of a location address, which is assigned to a tank, are separate properties of the location. They are not altered if GPS data that come from a GPS tracker are used optionally as tank location.

Use GPS data as location
Existing tanks → 29
New tanks → 97

4.6 Reports and connection to ERP-Systems

With SupplyCare Enterprise you can create Excel-reports about the measured value history or provide current level and master data via CIDX-Report to an ERP-System as e.g. SAP.

4.7 Event management

An event management is integrated into SupplyCare Enterprise. It shows events like the fall below safety stocks or plan points. Additionally, notification e-mails can be sent to predetermined users → 59.

4.8 Alarm messages

Whenever there is a technical problem e.g. connection problems, alarm messages are generated and alarm e-mails are sent to the System administrator and Local system administrator.

4.9 Retrieval of measured values

The inventory of the tanks and silos are retrieved by level measuring devices site. SupplyCare Enterprise offers the following possibilities to retrieve measured values.

4.9.1 Via HTTP, Mobile communication or OPC DA connection

Point of time and the interval are adjusted via a so-called "Scheduler", which enables SupplyCare Enterprise to retrieve the measured values.

Gateways (e. g. Fieldgate FXA42)

Endress+Hauser-measuring devices are retrieved by gateways. For the creation and configuration of new gateways → 187.

OPC connection

Measuring devices of other companies can be retrieved by an OPC connection. An OPC Bridge is required for the retrieval of OPC DA 1.0, 2.0 or 3.0 connections via COM. This bridge connects itself via COM with locally installed OPC servers and provides an HTTP service to respond to the SupplyCare Enterprise requests. This OPC Bridge is supplied together with the SupplyCare Enterprise-DVD.

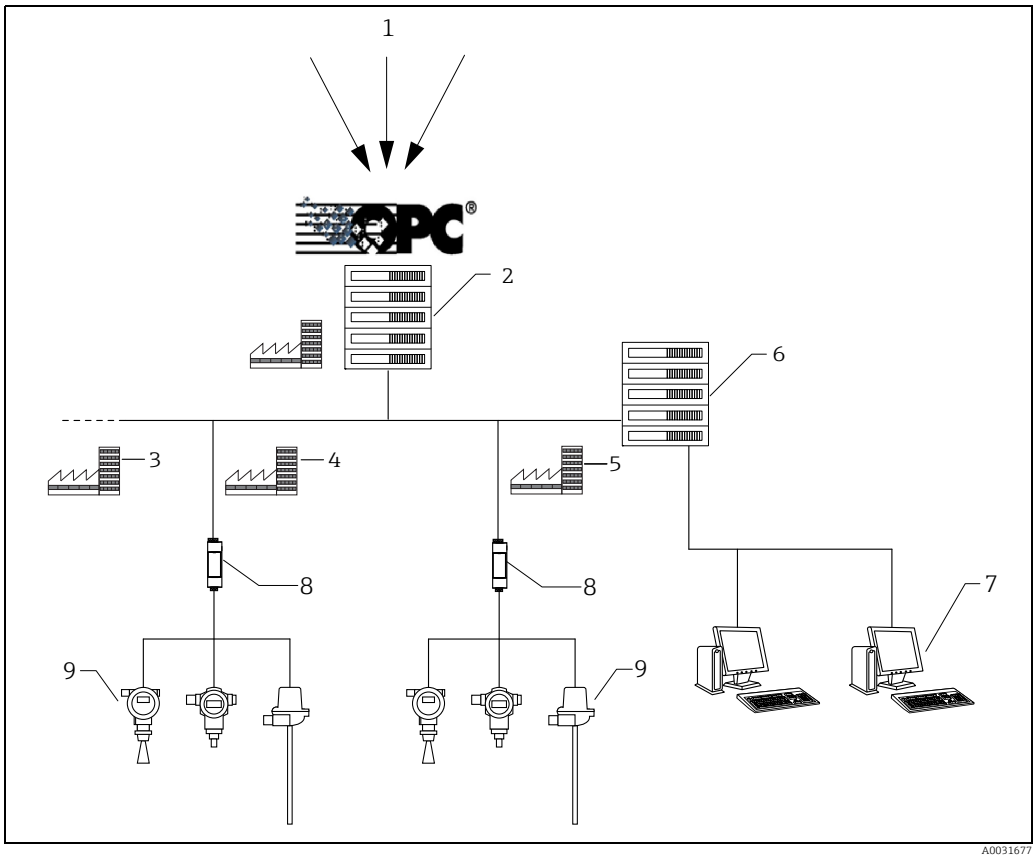


Fig. 1:
1 Third party data source
2 OPC server and E+H OPC Bridge at company location
3 Tank location "n"
4 Tank location
5 Tank location
6 SupplyCare Enterprise application server
7 SupplyCare workplace
8 Endress+Hauser Gateways
9 Endress+Hauser measurement devices (level, pressure, ...) at tank location

4.9.2 Via incoming e-mails from the gateways

Another possibility is to receive the measured values from the incoming e-mails from the gateways. There, the measured values are embedded in the gateway e-mails and sent to a separate e-mail-server. SupplyCare Enterprise collects these e-mails from the e-mail server and processes the included measured values. The e-mail-server is not part of the standard scope of delivery.

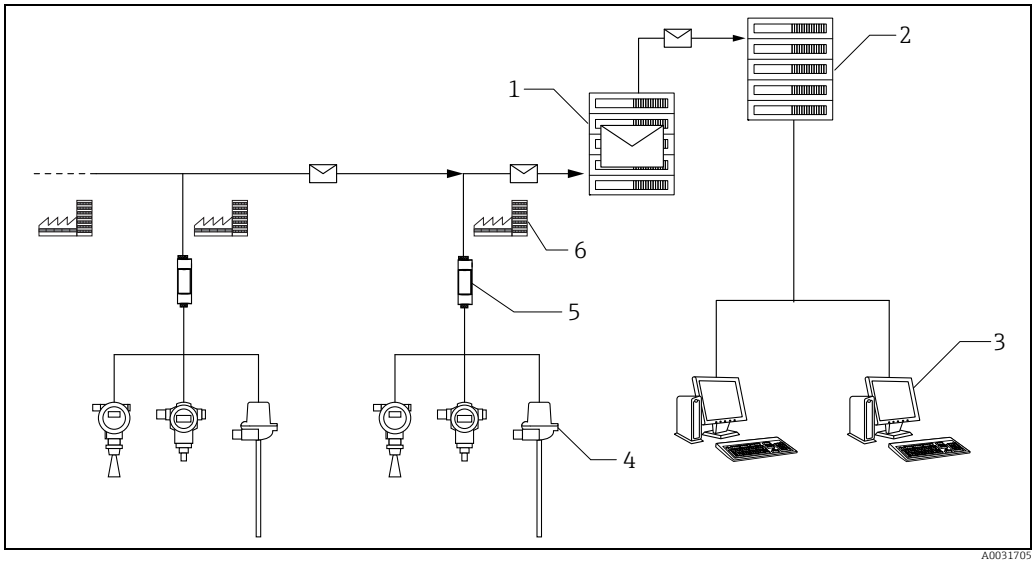


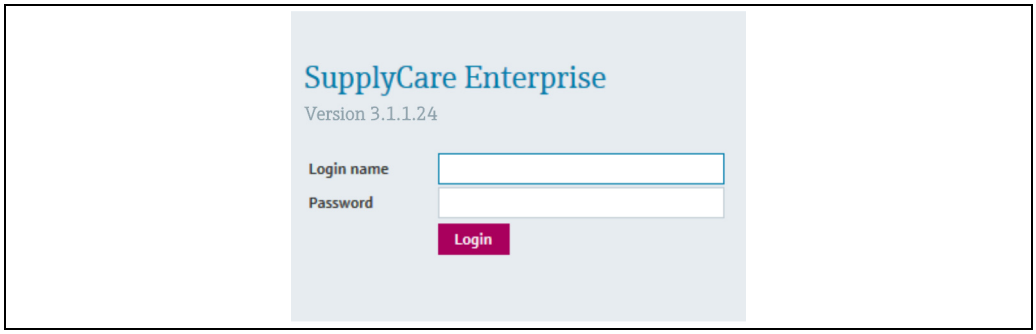
Fig. 2:
1 E-mail server
2 SupplyCare Enterprise application server
3 SupplyCare workstations with web browser
4 Endress+Hauser measurement devices (level, pressure, ...) at tank location
5 Endress+Hauser Gateway
6 Tank location

SupplyCare Enterprise offers an elegant method to create gateways. As soon as a new gateway is linked to the measurement chain and sends e-mails, this gateway is automatically listed as a **New Gateway**. Via the menu item **New gateways** listed gateways can be taken into the system. → 206.

5 User interface

5.1 Starting the program

1. Start your Web browser. Recommended Web browsers → 9.
2. Specify the **URL** or **IP address** for SupplyCare. You can get the URL or IP address from your network administrator.
3. The following screen appears:



Login_BA00055SEN_31

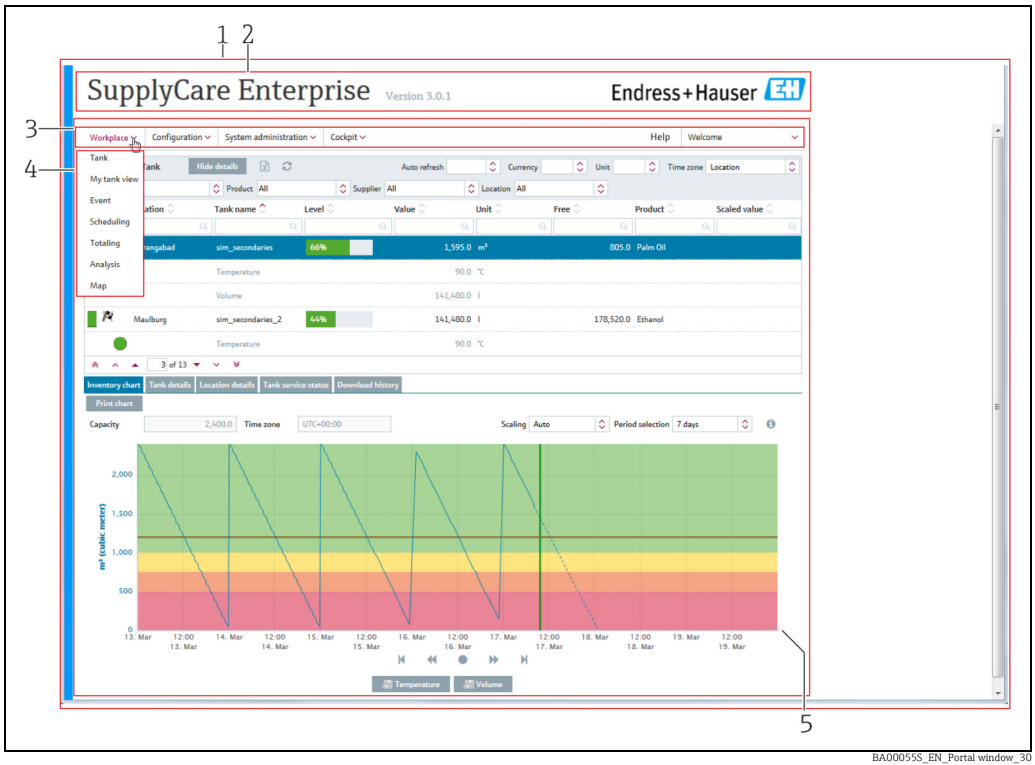
4. Enter your **Login name** (user name) and your **Password**.
5. Click **Login** to confirm your entries.
6. The first time you log in, you are asked to change your password (only valid for users whose roles have been set up by the system administrator).
7. Click  to edit the password.
8. Enter your current password in the **Old password** field. Enter your new password in the **New password** and **Repeat** fields.
9. Click  to save the new password.

If the password is not correct, you are asked to enter the password again. Please contact your system administrator if you have forgotten your password.

5.2 Page structure

5.2.1 Portal window

You can see the arrangement of the individual objects in the portal window in the graphic below.



BA00055S_EN_Portal window_30

1 *Portal window*
2 *Header*
3 *Menues*
4 *Menue items*
5 *Application window*

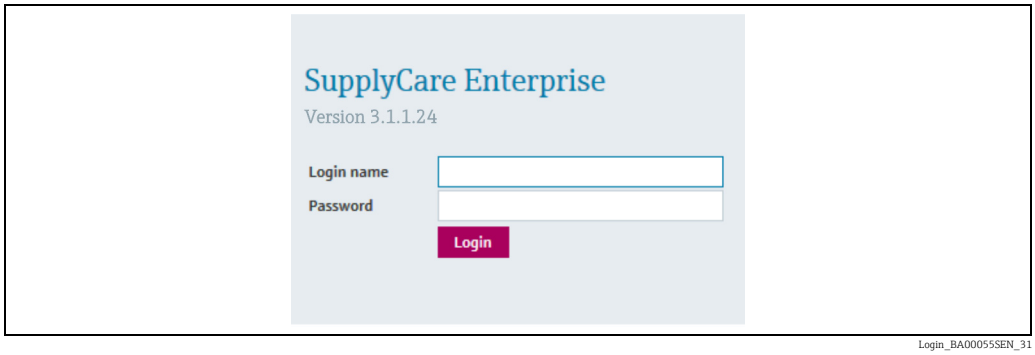
The menu and the appropriate menu items vary depending on the user role and thus also changes the Portal Window. → 18, Menu items section.

SupplyCare is modular in design. The menu items differ for this reason. Furthermore, the contents of the application window can also differ as well as the contents of the dialog windows.

5.2.2 Header

Log off

You can find the link to log off in the right-hand side of the header.
Clicking **Log off** takes you back to the **Log in** screen:



Login_BA00055SEN_31

5.2.3 Navigation window

Menus

Depending on the user role, the menus Workplace, Configuration, System Administration and Profile appear.

Multiple user roles can be assigned to a user at the same time. The menu tree is then made up of the menus for the user roles in question.

Navigation window

Clicking a menu expands or collapses this menu. The active menu is highlighted in blue.

Menu items

The menu is made up of various menu items depending on the user role in question. The following table lists the menu items depending on the user role selected:

The menu items in the **Workplace**, **Configuration** and **Profile** menus differ as a result of SupplyCare's modular design.

	Menus				
User Role	**Workplace**	**Configuration**	**System administration**	**Cockpit**	**Profile**
Read only	▪ Tank [1)] ▪ My tank view ▪ Event [2)] ▪ Totaling ▪ Map	–	–	–	▪ User Profile ▪ User Preferences
Operator	▪ Tank [1)] ▪ My tank view ▪ Event [2)] ▪ Totaling ▪ Analysis ▪ Map	–	–	–	▪ User Profile ▪ User Preferences
Scheduler	▪ Tank [1)] ▪ My tank view ▪ Event [2)] ▪ Scheduling ▪ Totaling ▪ Analysis ▪ Map	–	–	–	▪ User Profile ▪ User Preferences
Product-Tank-Assignment	–	▪ Product [7)]	–	–	▪ User Profile
Master data	–	▪ User ▪ Tank ▪ Aggregated tank ▪ Tank type ▪ Tank Group ▪ Location ▪ Company ▪ Product ▪ Linearization ▪ Unit [4)] ▪ Report	–	–	▪ User Profile
Local system administrator	–	▪ User	▪ Gateway configuration ▪ Exchange rates ▪ Alarm ▪ System properties [3)] ▪ Notifications ▪ Messaging	▪ Logged on users ▪ Logon history ▪ Gateway report ▪ Tank report ▪ Contract report	▪ User Profile

	Menus				
User Role	**Workplace**	**Configuration**	**System administration**	**Cockpit**	**Profile**
System administrator	–	▪ User	▪ Gateway configuration ▪ Exchange rates ▪ New gateways ▪ Alarm ▪ System properties ▪ Notifications ▪ E-mail connection ▪ Messaging	▪ Logged on users ▪ Logon history ▪ Gateway report ▪ Tank report ▪ Contract report	▪ User Profile

1) Only users with the "Operator" user role can change the tank service status.
2) Only users with the "Scheduler" or "Operator" user role can change the status of an event.
3) In the **System properties** menu item, the **UI Customizing** and **Modules** tabs are displayed to users whose role is configured as "Local system administrator".
4) In the **Unit** menu item, the **Customer specific unit** tab is shown to users whose role is configured as "System administrator" or "Local system administrator", with the additional role of "Master data". In the **Unit** menu item, the **Details** tab is displayed only to users whose role is configured as "Master data".
7) Users with the **Product-Tank-Assignment** user role are only able to assign existing products to existing tanks.

5.2.4 Application window

The content of the Application window varies depending on the menu item selected. The active menu item is highlighted in blue.

As a result of SupplyCare's modular design, the contents of **Overview** and of **Detailed view** can differ as can the contents of the dialog windows.

Most of the Application windows contain the following views:
- Overview
- Detailed view

BA00055SEN_Application window

1 Overview
2 Detailed view

Overview

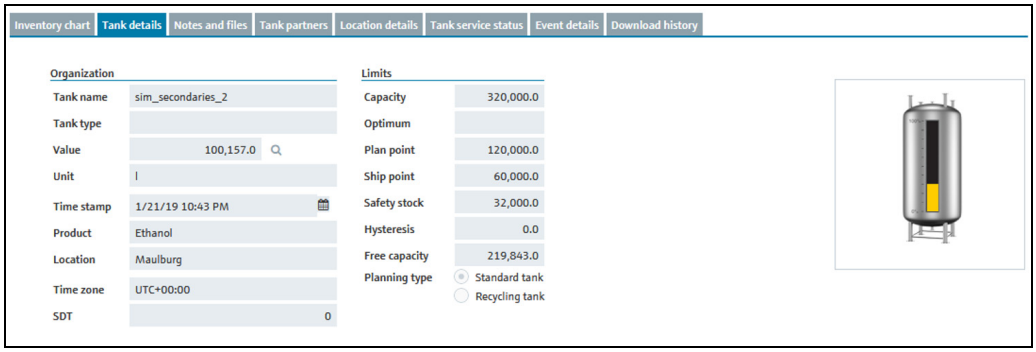
The users or data are listed in tabular form in the overview.

Detailed view

Detailed information on the line selected in the table is displayed in the lower section. Left-clicking another line in the **Overview** opens up the detailed view of the information. Where necessary, the information in the detailed view is split even further into tabs.

Tabs

Using the tabs, you can create, change and delete new objects. Forms or tables are displayed in the tab.



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5.3 Elements

The following elements are available in the individual views:

Button	Function
Input fields	One-line input fields to enter a value (text or digits). Multiline input fields to enter a long text.
Output fields	One-line output fields to display a value (text or digits). Multiline output fields to display a long text.
Tables	Multicolumn tables in which individual rows can be selected.
Picklists	These allow the user to select from specified values.
Check boxes	These allow the user activate and deactivate certain functions.

5.4 Icons

5.4.1 Standard buttons

The following standard buttons are used to edit and process individual objects:

Button	Function
	**New** – creates a new object that can be saved with Save  .
	**Edit** – allows the user change the displayed contents of an object (depends on role).
	**Delete** – deletes the content of an object. A dialog box appears for the user to confirm the deletion.

Button	Function
	**Save** – saves altered contents and newly created objects.
	**Cancel** – undo
	**Copy** – copies the data for the user, tank, aggregated tank, location, company, product, tank group, report, a disposal or a delivery.
	**Select tank picture** – select a tank picture for tanks and aggregated tanks in the **Tank details** tab.
	**Update view** – updates contents.
	**Configure my tank view** – opens a popup window to configure the **My tank view / My object view** screen.
	**Calendar** – Button for selecting a period of time (e.g. resubmission date, start and end date for a history).
	**Excel-Export** – Button for downloading data such as measured values to an Excel spreadsheet.
	**PDF-Export** – Button for downloading data such as the system settings as a PDF file.
	**Print** – button for printing charts.
	**Show** – shows contents.
	**Cancel** – undo.

5.4.2 Buttons in tables

You can navigate through the table via the following buttons at the bottom of the table.

Button	Function
	Goes to the start of the table.
	Scrolls back one page.
	Moves the table up one line. The element selected remains unchanged.
	Moves the table down one line. The element selected remains unchanged.
	Scrolls forward one page.
	Goes to the end of the table.
	Opens a pick list.

5.4.3 Symbols for events

Status display

Symbol	Meaning
	**Open** - the event was triggered.
	**Acknowledged** - the event was acknowledged but no action has yet been taken.
	**In process** - measures have been initiated to replenish material.
	**Done** - recorded by measurement. Replenishment process completed successfully.

Priority (weight)

Symbol	Meaning
	**Plan point** (GREEN)
	**Ship point** (YELLOW)
	**Safety stock** (RED)
	**Freeze event** (Eye-symbol with tooltip "Check")

5.4.4 Icons for tanks/silos/objects

SupplyCare allows users to select between the template types **Tank**, **Silo** and **Object**. These template types have the exact same functionality. However, depending on your selection, the descriptions in the menu, in **Overview** and in **Detailed view** change as well as the symbols and tool tips that appear when you move the cursor over a symbol.

The symbols for tanks and objects are shown in the following tables. For the descriptions that are different → 26. Please note that the template type **Tank** is used in all remaining sections of these Operating Instructions.

Symbol		Meaning
Tank/Silo	Object	
		**OK (GREEN)** Standard tank/silo/object: the current (last measured) inventory level of the tank/ silo/object in question is above the plan point/observance limit. Recycling tank/silo/object: the current (last measured) inventory level of the container question is below the plan point/observance limit.
		**OK (GREEN)** Aggregated standard tanks/silos/objects: the current (last measured) inventory level of the aggregated container in question is above the plan point/observance limit. Aggregated recycling tanks/silos/objects: the current (last measured) inventory level of the aggregated container in question is below the plan point/observance limit.
		**Plan point/Observance limit reached (YELLOW)** Standard tank/silo/object: the current (last measured) inventory level of the container in question is below the plan point/observance limit. Recycling tank/silo/object: the current (last measured) inventory level of the container in question is above the plan point/observance limit.
		**Plan point/Observance limit reached (YELLOW)** Aggregated standard tanks/silos/objects: the current (last measured) inventory level of the aggregated container in question is below the plan point/observance limit. Aggregated recycling tanks/silos/objects: the current (last measured) inventory level of the aggregated container in question is above the plan point/observance limit.
		**Ship point/Point of action reached (ORANGE)** Standard tank/silo/object: the current (last measured) inventory level of the container in question is below the ship point/point of action.

Symbol		Meaning
Tank/Silo	Object	
		**Ship point/Point of action reached (ORANGE)** Aggregated standard tanks/silos/objects: the current (last measured) inventory level of the container in question is below the ship point/point of action.
		**Safety stock/Critical limit (RED)** Standard tank/silo/object: the current (last measured) inventory level of the container in question is below the safety stock/critical limit. Recycling tank/Recycling silo/Recycling object: the current (last measured) inventory level of the container in question is above the safety stock/critical limit.
		**Safety stock/Critical limit (RED)** Aggregated standard tanks/silos/objects: the current (last measured) inventory level of the aggregated container in question is below the safety stock/critical limit. Aggregated recycling tanks/silos/objects: the current (last measured) inventory level of the aggregated container in question is above the safety stock/critical limit.
		**Bad measured data** - communication error. No measured data are available for the container in question. The state is also shown for displayed secondary data if the container is not out of order.
		**Bad measured data** - communication error. No measured data are available for the aggregated container in question.
		**Out of service** - the tank/silo/object is not available (e.g. due to overhaul). The time when the container is out of order is marked in gray in the inventory chart.
		**Out of service** - the aggregated tank/silo/object is not available (e.g. due to overhaul). The time when an associated container is out of order is marked in gray in the inventory chart.
		**Overfilled** - the measured value is higher than the tank's /silo's capacity or the object's maximum.
		**Overfilled** - the measured value is higher than the aggregated tank's /silo's capacity or the aggregated object's maximum.
		**Bad measured data** - the measured value is lower than the tank's /silo's /object's zero.
		**Bad measured data** - the measured value is lower than the aggregated tank's /silo's / object's zero.

Status display for secondary values

Symbol	Meaning
	Upper span limit exceeded (RED) The actual (last measured) secondary value lies **above** the set span limits and outside of the tolerance.
	**In tolerance range(GREEN)** The actual (last measured) secondary value lies **inside** the set span limits and inside of the tolerance.
	Lower span limit undercut (RED) The actual (last measured) secondary value lies **below** the set span limits and outside of the tolerance.

5.4.5 Icons for tanks/silos/objects ("Map workplace")

Symbol		Meaning
Tank/Silo	Object	
		**OK (GREEN)** - no delivery/disposal planned.
		**OK (GREEN)** - planned delivery/disposal.
		**OK (GREEN)** - aggregated tank/silo/object: no delivery/disposal planned.

Symbol		Meaning
Tank/Silo	Object	
		**OK (GREEN)** - aggregated tank/silo/object: planned delivery/disposal.
		**OK (GREEN)** - several tanks/silos/objects available at the location. All the containers have the OK status. The containers can have different scheduling statuses (delivery/disposal planned or not planned).
		**Plan point/Observance limit reached (YELLOW)** - no delivery/disposal planned.
		**Plan point/Observance limit reached (YELLOW)** - planned delivery/disposal.
		**Plan point/Observance limit reached (YELLOW)** - aggregated tank/silo/object: no delivery/disposal planned.
		**Plan point/Observance limit reached (YELLOW)** - aggregated tank/silo/object: planned delivery/disposal.
		**Ship point/Point of action reached (ORANGE)** - no delivery/disposal planned.
		**Ship point/Point of action reached (ORANGE)** - planned delivery/disposal.
		**Ship point/Point of action reached (ORANGE)** - aggregated tank/silo/object: no delivery/disposal planned.
		**Ship point/Point of action reached (ORANGE)** - aggregated tank/silo/object: planned delivery/disposal.
		**Safety stock/Critical limit reached (RED)** - no delivery/disposal planned.
		**Safety stock/Critical limit reached (RED)** - planned delivery/disposal.
		**Safety stock/Critical limit reached (RED)** - aggregated tank/silo/object: no delivery/disposal planned.
		**Safety stock/Critical limit reached (RED)** - aggregated tank/silo/object: planned delivery/disposal.
		**Bad measurement data** - no delivery/disposal planned.
		**Bad measurement data** - planned delivery/disposal.
		**Bad measurement data** - aggregated tank/silo/object: no delivery/disposal planned.
		**Bad measurement data** - aggregated tank/silo/object: planned delivery/disposal.
		**Out of order** - no delivery/disposal planned.
		**Out of order** - planned delivery/disposal.
		**Out of order** - aggregated tank/silo/object: no delivery/disposal planned.
		**Out of order** - aggregated tank/silo/object: planned delivery/disposal.
		**Diverse** - several tanks/silos/objects with different statuses displayed are available at the location. The containers can have different scheduling statuses (delivery/disposal planned or not planned).
		**Overfilled** - no delivery/disposal planned.
		**Overfilled** - planned delivery/disposal.
		**Overfilled** - aggregated tank/silo/object: no delivery/disposal planned.
		**Overfilled** - aggregated tank/silo/object: planned delivery/disposal.
		**Bad measured data** - no delivery/disposal planned.
		**Bad measured data** - planned delivery/disposal.
		**Bad measured data** - aggregated tank/silo/object: no delivery/disposal planned.
		**Bad measured data** - aggregated tank/silo/object: planned delivery/disposal.

5.4.6 Icons for scheduling

Symbol		Meaning
Tank/Silo	Object	
		**Planned delivery/Planned disposal** - a planned delivery or disposal is indicated in the inventory chart and the calendar by a delivery van icon.
		**Standard tank/silo/object** - how a standard tank/silo/object is indicated in the **Scheduling** menu item.
		**Aggregated standard tanks/silos/objects** - how aggregated containers are indicated in the **Scheduling** menu item.
		**Recycling tank/silo/object** - how a container is indicated in the **Scheduling** menu item.
		**Aggregated recycling tanks/silos/objects** - how aggregated recycling containers are indicated in the **Scheduling** menu item.

5.4.7 Icons for disposal and delivery status

Symbol	Meaning
	**Detected** - the **Detected** status is displayed in the following situations: ▪ The system has detected a delivery or disposal which has been scheduled too early or too late. You can process this delivery or disposal in the **Details** tab using the **Confirm** button. ▪ The system has detected a missing delivery or disposal. You can process this delivery or disposal in the **Details** tab using the **Mark as fulfilled** button. ▪ The system has detected that measured data are missing. You can process this delivery or disposal in the **Details** tab using the **Mark as fulfilled** button.
	**Confirmed** - the Confirmed status is displayed in the following situations: ▪ A delivery or disposal which has been scheduled too early or too late was confirmed when the delivery/disposal was created. ▪ A delivery or disposal which has been scheduled too early or too late has been confirmed in the **Details** tab.
	**Deleted** - a planned delivery or disposal has been deleted.
	**New** - a new delivery or disposal has been planned.
	**Fulfilled** - a new delivery or disposal has been fulfilled. If a delivery and disposal is made, this is flagged by SupplyCare as **Delivery made (detected)/Disposal made (detected)**. If the system has detected a missing delivery/disposal or missing measured data, you can process this delivery/disposal in the **Details** tab using the **Mark as fulfilled** button. The delivery/disposal is displayed as **Delivery fulfilled (confirmed)/Disposal fulfilled (confirmed)**.

5.4.8 Icons for analysis

Symbol		Meaning
Tank / Silo	Object	
		**Standard tank/silo/object** - how a standard container is indicated in the **Analysis** menu item.
		**Aggregated standard tanks/silos/objects** - how aggregated standard comtainers are indicated in the "**Analysis** menu item.
		**Recycling tank/silo/object** - how a recycling container is indicated in the **Analysis** menu item.
		**Aggregated recycling tanks/silos/objects** - how aggregated recycling containers are indicated in the **Analysis** menu item.

5.5 Descriptions

Depending on whether **Tank** or **Silo** or **Object** was selected as the template type, the descriptions in the menu, in **Overview** and in **Detailed view** change as well as the symbols and tool tips that appear when you move the cursor over a symbol.

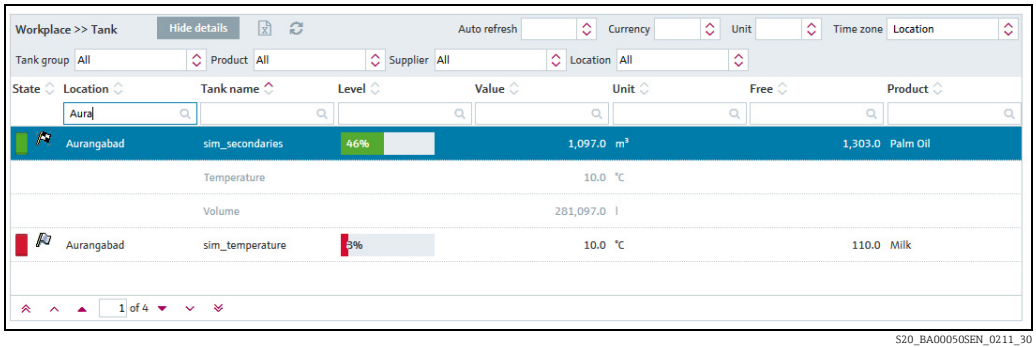
The following are the differences in the descriptions that involve more than simply replacing the word Tank or Silo with Object:

Standard template type "Tank" / "Silo"	Standard template type "Object"
Tank name / Silo name	Object
Tank details / Silo details	Details
Tank partners / Silo partners	Partners
Tank service status / Silo service status	Service status
PP (Plan point)	OL (Observance limit)
SP (Ship point)	POA (Point of action)
SST (Safety stock)	CL (Critical limit)
DSST (Day(s) until reaching the safety stock	DCL (Day(s) until reaching critical limit
Capacity	Maximum
Free capacity	Free space
Inventory chart	Chart
Inventory	Received value
Outflow	Decrease
Inflow	Increase
DO (Daily outflow)	DD (Daily decrease)
ADO (Average daily outflow)	ADD (Average daily decrease)
DI (Daily inflow)	DI (Daily increase)
ADI (Average daily inflow)	ADI (Average daily increase)
Average inventory level	Average level

5.6 General processing functions

5.6.1 Using filter functions in tables (searching)

You can use the filter function to reduce the number of data sets displayed for a table. You enter the filter functions in the top line of the table.



S20_BA00050SEN_0211_30

1. In the top table line, enter a complete designation or just the first few letters in the desired field.
2. Press ENTER.
3. Only the matching table entries are now displayed.

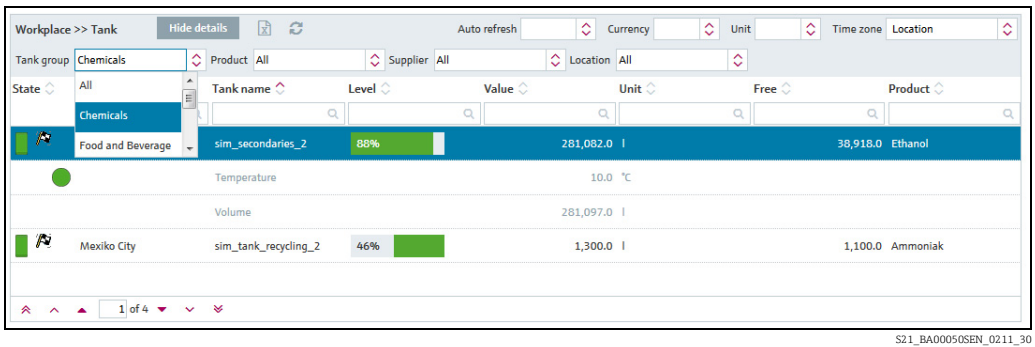
In order to display the entire table contents again, delete your entries and then press ENTER. Date columns are converted for display purposes so they can be filtered link a string column.

You can always use the following filter functions for the individual fields:

Description		Example	
Group	**Function**	**User entry**	**Result (data displayed)**
Character string	* (wildcard)	Tank0*	All entries that start with "Tank0", e.g. "Tank01", "Tank02-special" etc.
		Tank0	All entries that contain "Tank0", e.g. Frankfurt_Tank0-mp1 etc.
Integers	Integer	8	All rows with the value 8
	=integer	=8	
	>integer	>8	All rows with values greater than 8
	>=integer	>=8	All rows with values greater than or equal to 8
	<integer	<8	All rows with values less than 8
	<=integer	<=8	All rows with values less than or equal to 8
	Integer-integer	8-100	All rows with values between 8 and 100
	<>integer	<>8	All rows with values not equal to 8
	!integer	!8	
	Integer*	8*	All rows with values that start with "8"
Floating point numbers	>floating point number	>8.0	All rows with values greater than 8
	<floating point number	<8.0	All rows with values less than 8
	Floating point number-floating point number	8.0-100.50	All rows with values between 8.0 and 100.50
	Floating point number*(wildcard)	8*	All rows with values that start with "8"

5.6.2 Filtering the data records displayed (picklist)

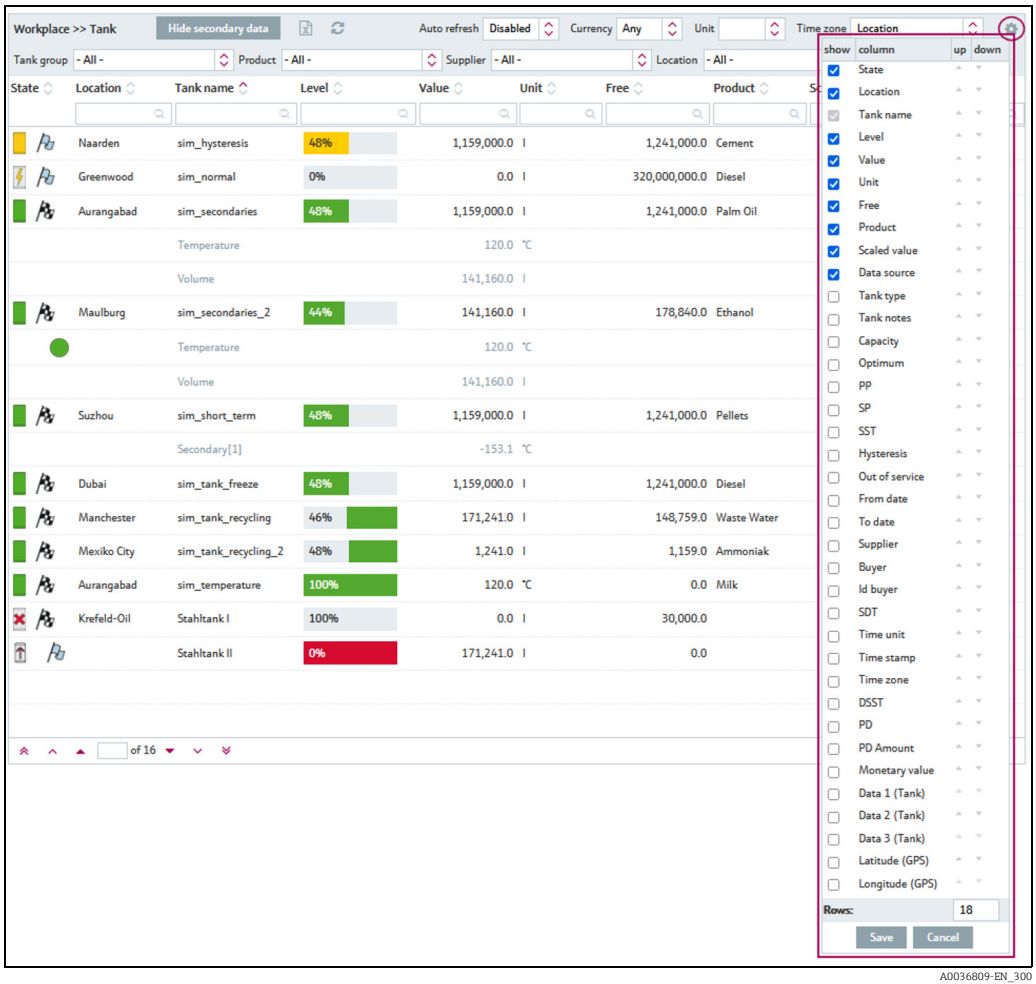
You can use picklists to filter the data records displayed, such as for **Unit**, **Time zone**, **Tank group**, **Product**, **Supplier** or **Location**. If you have selected a value from the picklist, the data records that match the filter criteria are automatically displayed. The content of the picklists is reset to the default values when you leave the overview.



S21_BA00050SEN_0211_30

5.6.3 Changing the column display (fields) in the overview table

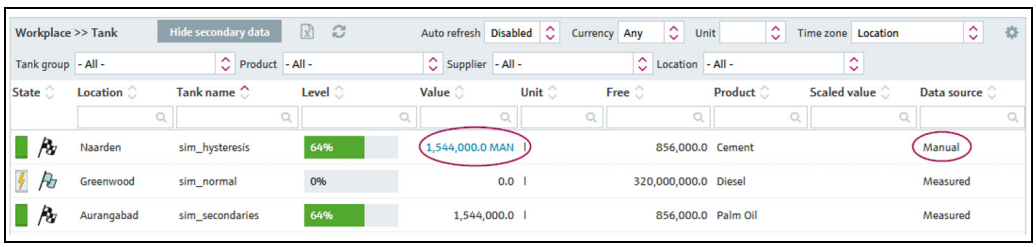
Pressing the button in the table header in the overview opens a context menu. Via this context menu, you can show and hide columns or change the column order.



A0036809-EN_300

5.6.4 Viewing numerical values (master data)

Numerical values above1 000 are displayed with a thousand separator. This is **only** the case within the **Workplace** menu, however.
In contrast to **Measured values**, **Manual values** are displayed in blue color followed by the text **MAN**. The column **Data source** provides information on where the data comes from: measured or manually entered (for more details see → 163).



Arbeitsplatz_Tank_BA00050SEN_30

The character the system uses as the thousand separator depends on the language setting selected in the browser, e.g.:

Language	Example for the thousand operator
German (Germany) de-DE	1.234,78
German (Switzerland) de-CH	1'234.78
English (US) en-US	1,234.78

For precise information on the numerical format for thousand and decimal separator in exports or Downloads → 223.

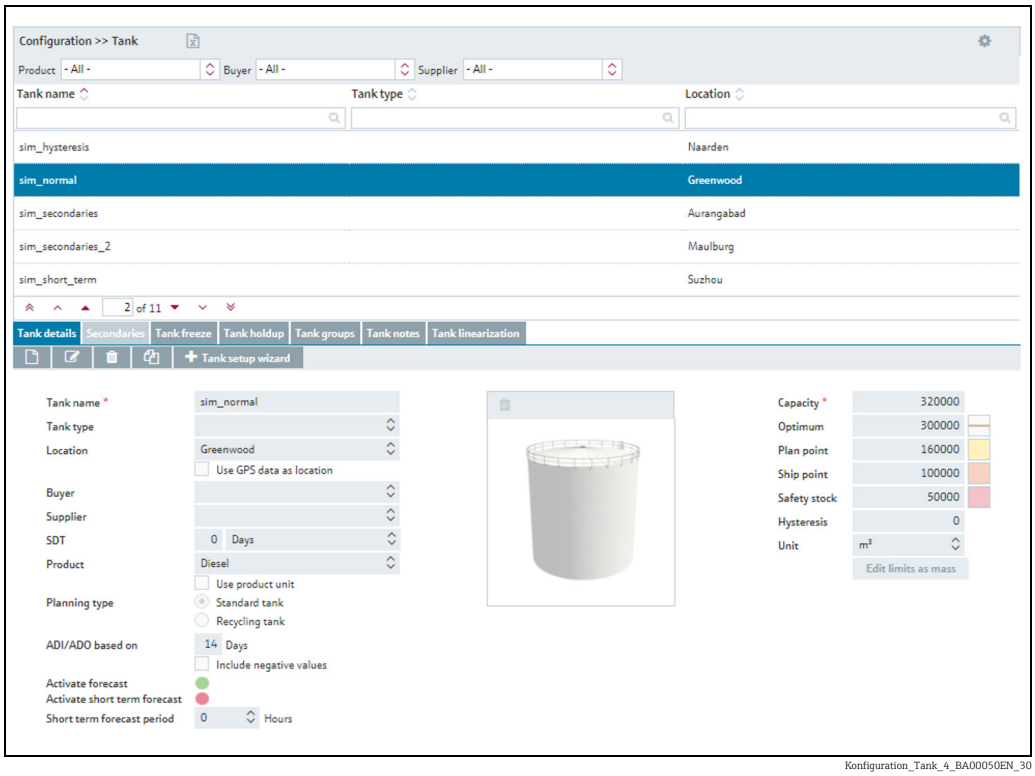
The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item. Only people whose user role is configured as **Master data** can change the number of places after the decimal point for the units.

5.6.5 Changing master data

Depending on your particular user role, you can change data records in the **Company**, **User**, **Tank**, **Aggregated tank**, **Tank type, Location**, **Product** and **Tank groups** master data.

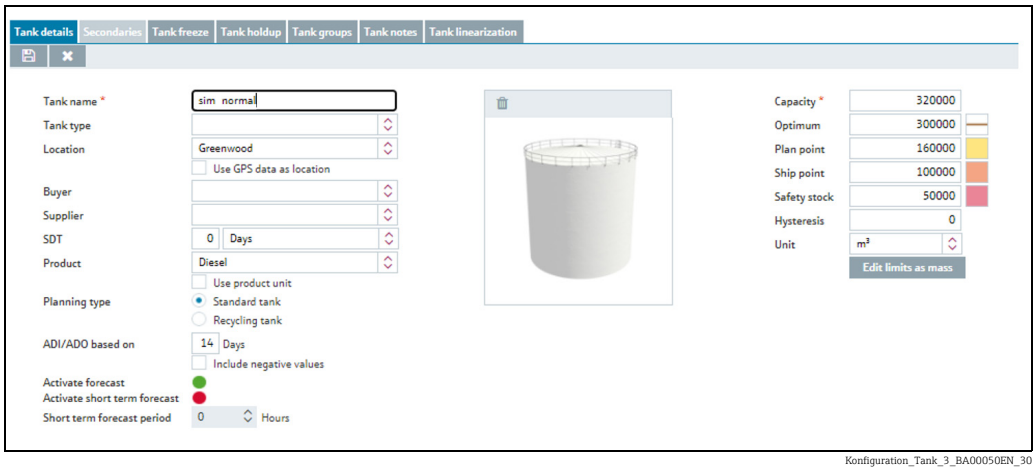
The data for a tank are changed in the following example. Proceed in the same way for other master data.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The following detail view is displayed in the Application window:



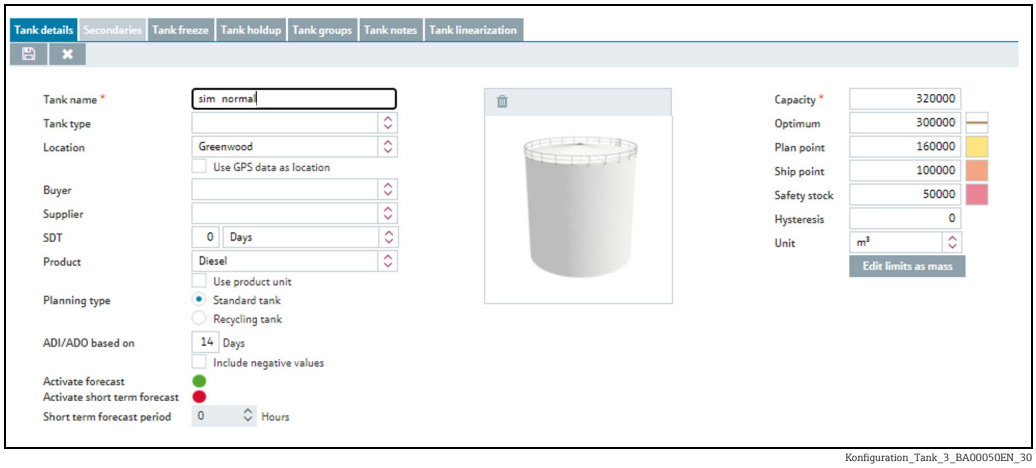
Konfiguration_Tank_4_BA00050EN_30

4. In the table, click the tank for which you want to make changes.
5. Select the **Tank details** tab.
6. The related tab is displayed in the lower section of the Application window:



Konfiguration_Tank_3_BA00050EN_30

7. Click the button.
8. The tab is displayed in the edit mode.

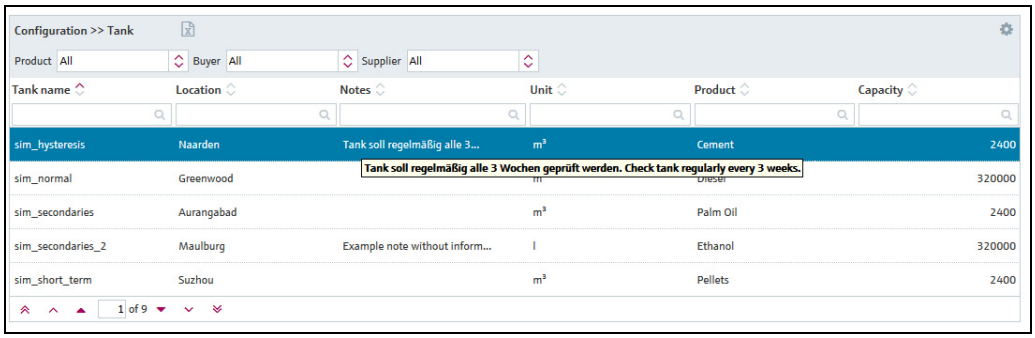


Konfiguration_Tank_3_BA00050EN_30

9. Make your changes.
10. Click to save your changes. Click to abort the process.
11. If you want to make changes to the **Tank groups** tab, proceed as described for the **Tank details** tab.

5.6.6 Displaying modified master data in full

If a text that has been entered in an input box is too long to be displayed in full in a table column, it is truncated. However, if you hover the cursor over the text, the text is displayed in full in a separate info box.

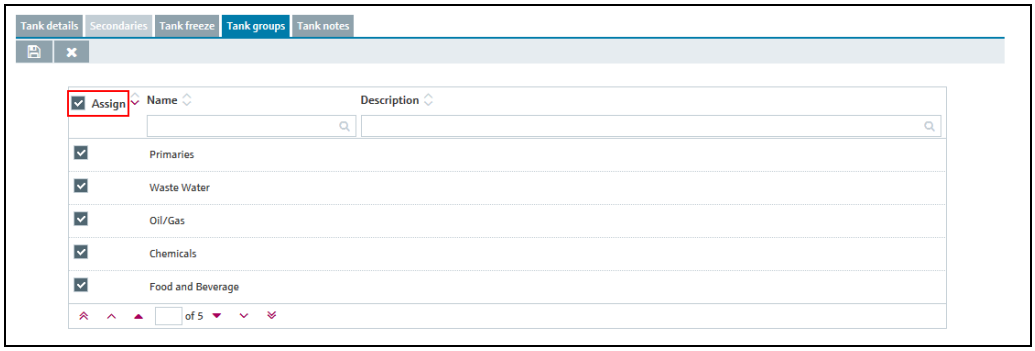


Lange_Zellinhalte_BA00050SEN_30

5.6.7 Selecting all the rows in a table

By activating the **Assign** check box you can select all the rows in a table.

1. Click the button .
2. The specific tab is displayed in the edit mode:



Kontrollkaestchen_Zuordnen_BA00050SEN_30

3. Activate the **Assign** check box.
4. Click to save your selection. Click to abort the process.

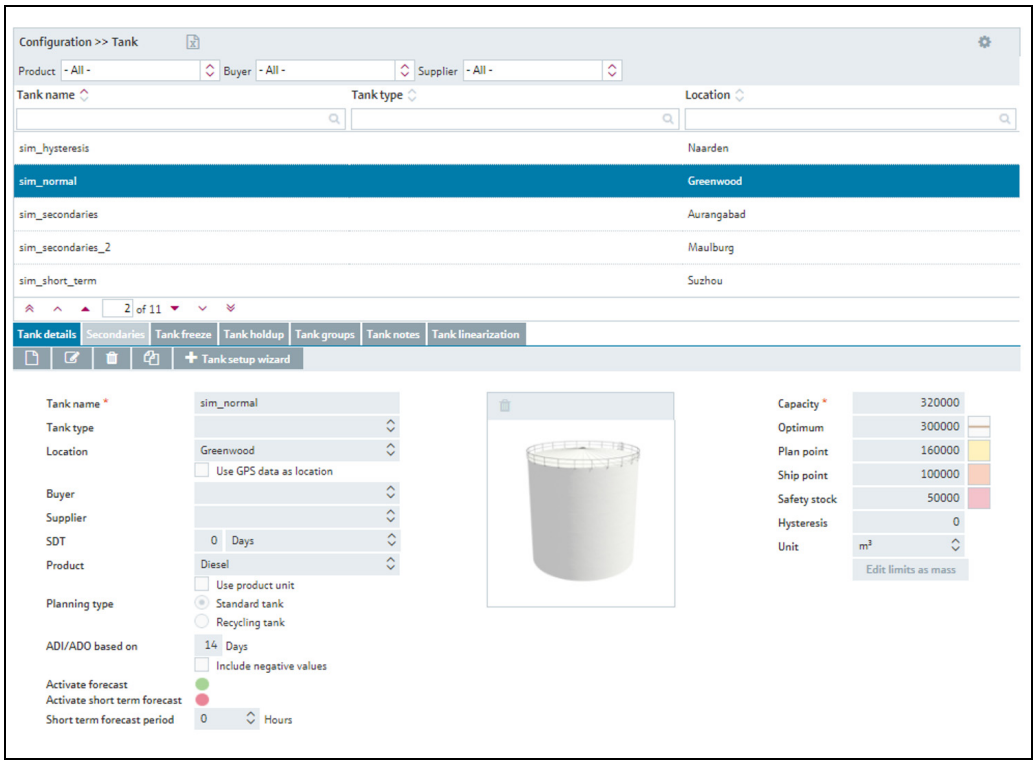
5.6.8 Deleting master data

Depending on your particular user role, you can delete data records in the **Company**, **User**, **Tank**, **Aggregated tank**, **Location**, **Product** and **Tank groups** master data.

A data record can only be deleted if the symbol is displayed in the tab. If the symbol is not displayed, the record is linked to other information. These links must be disabled before the data record can be deleted.

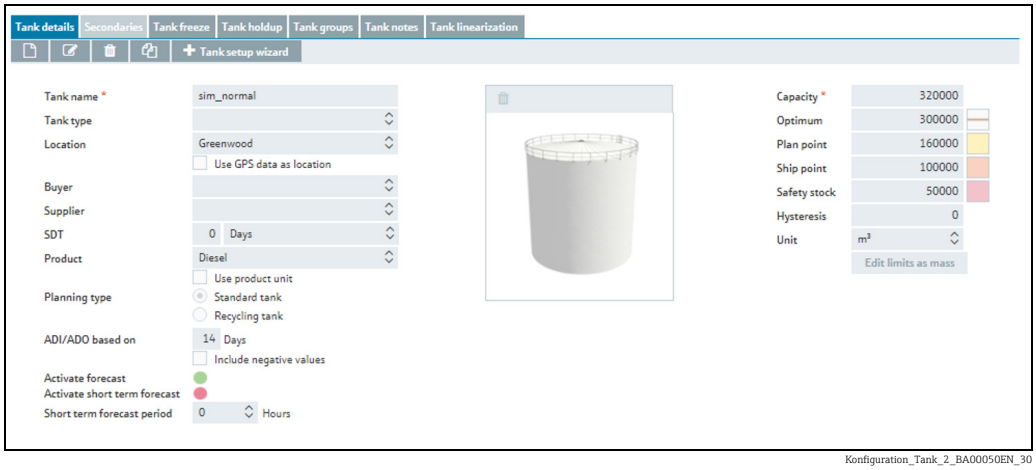
The data for a tank are deleted in the following example. Proceed in the same way for other master data.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The following detail view is displayed in the Application window:



Konfiguration_Tank_4_BA00050EN_30

4. In the overview table, click the tank you want to delete.
5. The related tab is displayed in the lower section of the Application window:



Konfiguration_Tank_2_BA00050EN_30

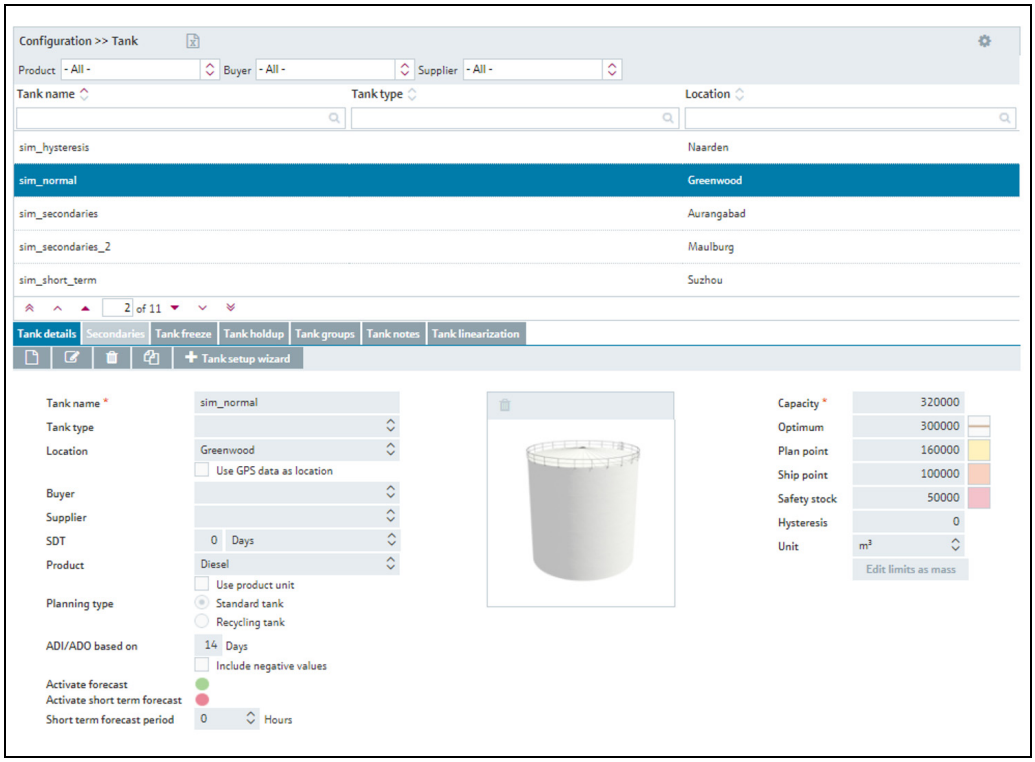
6. Click  to delete the tank.
7. The prompt "Do you really want to delete?" is displayed.
8. Click **OK** to delete the tank. Click **Cancel** to abort the process.

5.6.9 Copying and changing a data record

Depending on your user role, you can copy a data record in the following menu items: User, Tank, Aggregated tank, Location, Company, Product, Tank group and Report.
Data (fields) that belong specifically to the data record are not copied. These fields remain empty in the copied data record.
If the function is available, the following button  is displayed.

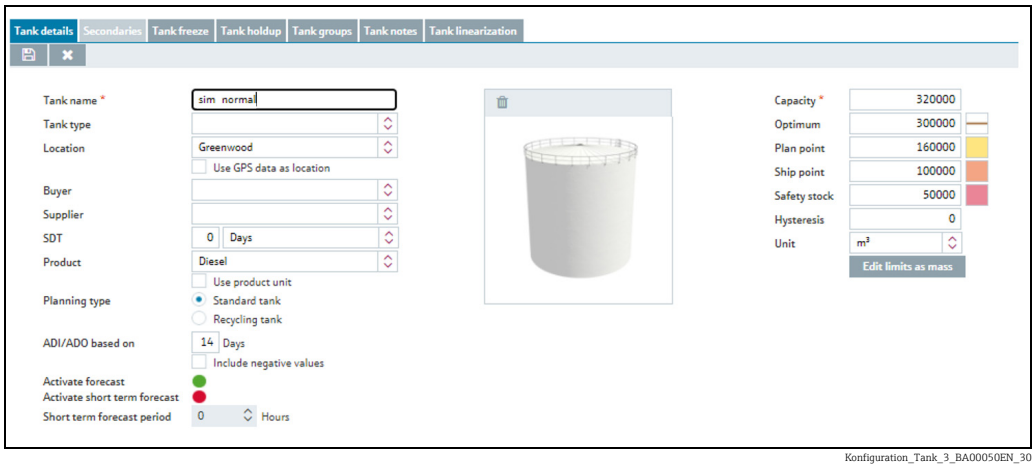
The data record of a tank is copied in the following example. The same procedure applies if you want to copy other data records.

1. Click the Configuration menu in the Navigation window.
2. Click the Tank menu item.
3. In the overview table, click the tank you want to copy.
4. The following detail view is displayed in the Application window:



Konfiguration_Tank_4_BA00050EN_30

5. Click the button. The data record is displayed in the editing mode.

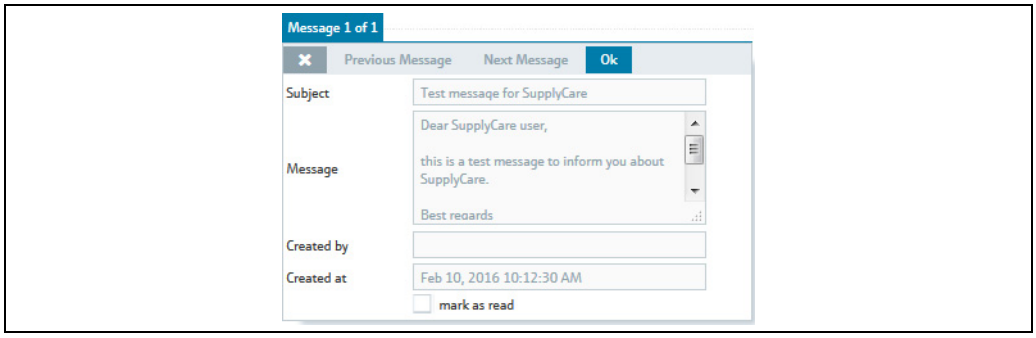


Konfiguration_Tank_3_BA00050EN_30

5.7 Receiving messages (messaging)

Everyone can receive a notification message.

A message from the system administrator is displayed the next time the user logs on.



PS0000954en_30

Button/field	Meaning
Previous message	This button is displayed if several messages are available. Click the **Previous message** button to view and process previous messages.
Next message	This button is displayed if several messages are available. Click the **Next message** button to view and process subsequent messages.
OK	This button is displayed for the last message. Click **OK** to exit the dialog.
Mark as read	Mark the message as read using the **Mark as read** field.

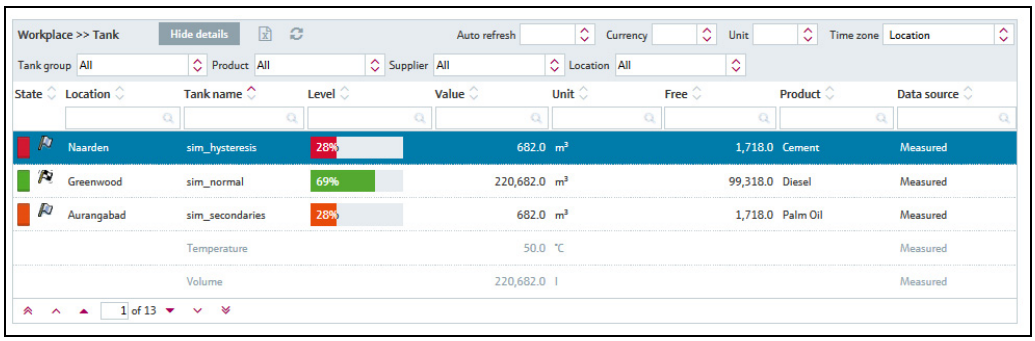
6 Monitoring tanks – "Tank" workplace

6.1 Viewing tanks and associated information

Please observe the following information.

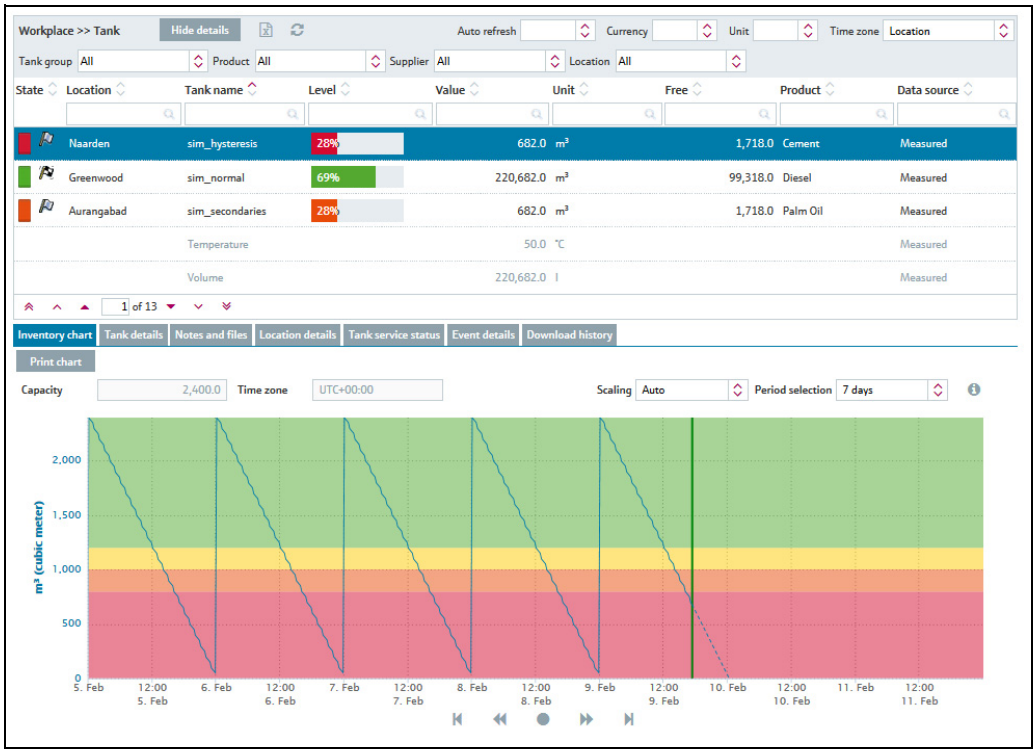
- The **Tank** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.
- The **Notes and Files**, **Tank Partners**, **Location Details** and **Event Details** tabs are displayed only if they contain at least one piece of information.
- The time zone configured for the location is used for the "Tank" menu item (→ 124). "UTC+00:00" is the default value.
- Depending on your configuration, **Objects** are displayed instead of **Tanks**. For more information refer to → 163.
- **Manual values** are displayed in blue color followed by the text **MAN**. The column **Data source** provides information on where the data comes from: measured or manually entered.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item. A list of the tanks assigned to you is displayed.



Arbeitsplatz_Tank2_BA00050SEN_30

3. In the table, click the tank you want to view in greater detail.
4. The details of the selected tank are displayed in the application window:



Tank_Bestandsdiagramm_BA00050SEN_30

5. If you click on another line, the details of the newly selected tank are displayed. Click the **Hide details** button when you want to hide the details again.
6. You can choose the following tabs in the lower part of the application window: **Inventory chart**, **Tank details**, **Notes and files**, **Tank partners**, **Location details**, **Tank service status**, **Event details** and **Download history**.

SupplyCare distinguishes between standard tanks and recycling tanks. From a standard tank, the product is withdrawn. For a recycling tank, the tank is filled with the product (→ 99).
In the **Workplace** – **Tank** view, the current level/available capacity are displayed in graphic form in the **Level** column. For standard tanks, the colored bar drifts from left to right with increasing level. The percentage specified corresponds to the current level. For recycling tanks, the colored bar drifts from right to left with increasing level. The percentage specified corresponds to the currently available capacity.

6.1.1 "Tank" overview table

Pressing the button in the table header in the overview opens a context menu. Via this context menu, you can show, hide and move table columns.

The following columns are available for the overview table:

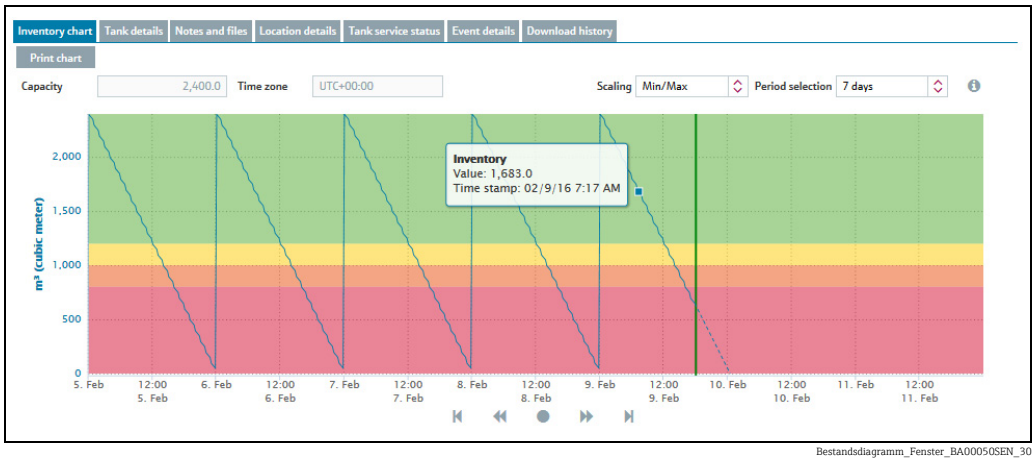
Columns	Description
Status	The symbol for the current tank status is shown on the display. → 22
Location	Indicates the tank location. The location is the name of the location. The name is selected in the **Configuration** menu in menu item **Tank**, field **Location**. The location is specified in the **Location** menu item.
Tank name	Indicates the tank name. The field can also be displayed for existing secondary values. ▪ Primary value: The tank name for the primary value is entered in the **Tank name** field. Path: Configuration →Tank → Tank details → Tank name ▪ Secondary value: The tank names for the secondary values are entered in the **Configuration** menu, **Tank** menu item, **Secondaries** tab, **Name** field.
Tank type	The tank type is selected in the **Configuration** menu in menu item **Tank**, field **Tank type**. Tank types are configured in the **Configuration** menu in menu item **Tank type**.
Level	The current level is indicated as a symbol and a percentage.
Value	Displays the last valid primary value. The field can also be displayed for existing secondary values. ▪ The Value field indicates the last valid measured value. ▪ For aggregated tanks, the sum of the valid measured values for the associated tanks is displayed. Tanks with status "Out of service" are not included. If all associated tanks are "Out of service", "0" is displayed as the value. ▪ The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item. ▪ **Manual values** are displayed in blue color followed by the text **MAN**, even if a manual value is used for a tank which is part of an aggregated tank.
Unit	Indicates the unit. The field can also be displayed for existing secondary values. ▪ The unit for the primary value is selected via the Unit field in the **Tank details** tab. The units for the other measured values (secondary) are selected in the **Profile** menu in the **User preferences** tab. ▪ In the case of mass units, volume units and units of length, the selection for the field **Unit mass**, **Unit volume** and **Unit of length** in the **User preferences** menu item has priority over the setting in the **Tank** menu item.
Data Source	Provides information on the data and displays wether the data comes from a measured source or manually entered.
Free	The free capacity of the tank is calculated.
Product	The product name is selected in the **Configuration** menu in menu item **Tank**, field **Product**. The product is specified in the **Product** menu item.
Notes	Indicates whether tank and/or location notes are available.
Optimum	The optimum capacity of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Optimum**. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Capacity	The capacity of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Capacity**. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
PP (Plan point)	Tank plan point. The field can also be displayed for existing secondary values. The plan point of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Plan point**. The value entered in the **Secondaries** tab is used here for secondary values. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
SP (Ship point)	The ship point of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Ship point**. If the **Recycling**check box is enabled, the ship point is not displayed. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
SST (Safety stock)	Tank safety stock. The field can also be displayed for existing secondary values. The safety stock of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Safety stock**. The value entered in the **Secondaries** tab is used here for secondary values. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Hysteresis	The hysteresis serves to prevent constant event messages, e.g. due to a fluctuating level. The field can also be displayed for existing secondary values. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.

Columns	Description
Out of service	The field is activated if the tank is currently "Out of service".
From date	Indicates the date as of which a tank was, is or will be "Out of service".
To date	Indicates the date until which a tank was, is or will be "Out of service".
Supplier	Indicates the responsible supplier. The supplier is created as a company.
Buyer	Indicates the buyer. The buyer is created as a company.
Buyer ID	Is equivalent to the **ID** field in the **Company details**tab in the **Company** menu item.
SDT (standard delivery time/standard disposal time)	Standard tanks: The standard delivery time for the tank is specified in the **Configuration** menu in menu item **Tank**, field **Standard delivery time**. Recycling tank: The standard disposal time for the tank is specified in the **Configuration** menu in menu item **Tank**, field **Standard disposal time**.
Time unit	Time unit used for the **SDT** field (standard delivery/disposal time).
Time stamp	Time stamp for the last measured value. The field can also be displayed for existing secondary values. ▪ The time stamp of the time zone for the last valid measured value is used. Also see **Time zone** field. ▪ In the case of aggregated tanks, the time stamp from the associated tank which supplied the most recent measured value is used.
Time zone	Time zone of time stamp. The field can also be displayed for existing secondary values. The time zone of the location is used.
DSST (days until safety stock is reached)	Indicates the estimated number of days remaining until the safety stock is reached. The value is calculated with the average quantity per day. The calculated average quantity is based on the "Forecast based on" value.
PD (planned delivery/planned disposal)	The date and time for the next planned delivery are displayed for standard tanks. The date and time for the next disposal are displayed for recycling tanks. The field is empty if no delivery or disposal has been planned. The time zone of the location is used.
PD amount (amount for planned delivery/amount for planned disposal)	Amount for the planned delivery and disposal. The unit corresponds to the unit in the **Unit** column.
Scaled value	Level measurement values can be displayed in the tank overview in scaled mode (with units).
Monetary value	Monetary value of the tank content, calculated based on the price information in the **Configuration** menu, menu item **Product**, **Product details** tab. **Important**: The tank content must be measured in a volume unit, too, if the unit in the price per unit (e.g. l in €/l) is a volume unit. Example: Price in €/l, tank content measured in m^3. This is valid for mass units respectively: Price in €/kg, tank content measured in t.
Data 1 (Tank) … Data 3 (Tank)	Supplementary information to tanks, which can be edited by the user on the **Tank notes** tab. The **Tank notes** tab with the input fields is located in the **Configuration** menu, menu item **Tank**.
Latitude (GPS)	Geographic coordinate of the tank or object, displayed in degrees **latitude** (decimal degrees, GPS).
Longitude (GPS)	Geographic coordinate of the tank or object, displayed in degrees **longitude** (decimal degrees, GPS).

6.1.2 Inventory chart

The historical and expected pattern for the inventory is displayed in the diagram for the period selected. The distribution is 2/3 for the history (measured values) and 1/3 for extrapolation (calculated values).

If the tank is out of service, only the historic pattern of the inventory is displayed. The expected pattern for the inventory is not displayed.
Manual values are displayed in blue color followed by the text **MAN**.



Bestandsdiagramm_Fenster_BA00050SEN_30

Via the **Scaling** field, choose between the minimum/maximum scaling and automatic scaling. If **Min/Max** is chosen, the inventory is displayed between "0" and "Capacity". **Auto** displays the inventory between the smallest and largest displayable value - including forecast values.

Select the period of time for the inventory chart via the **Period selection** field.
The current **limit values** are specified as horizontal lines in various colors

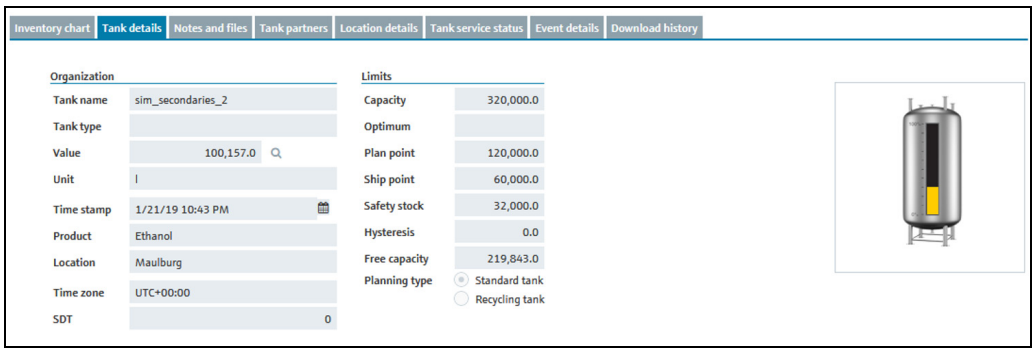
Color	Standard tanks	Recycling tanks
green	Range between the Optimum and Plan point limit values	Range between Empty (value 0) and the Plan point limit value
yellow	Range between the Plan point and Ship point limit values	Range between the Plan point and Safety stock limit values
orange	Range between the Ship point and Safety stock limit values	not present
red	Range between the Safety stock limit value and Empty (value 0)	Range between the Safety stock and Capacity limit values

Click the button to print the inventory chart.

For details on how to zoom into a specific period, → 54.

6.1.3 Tank details

The tab displays information on the tank and limit values.



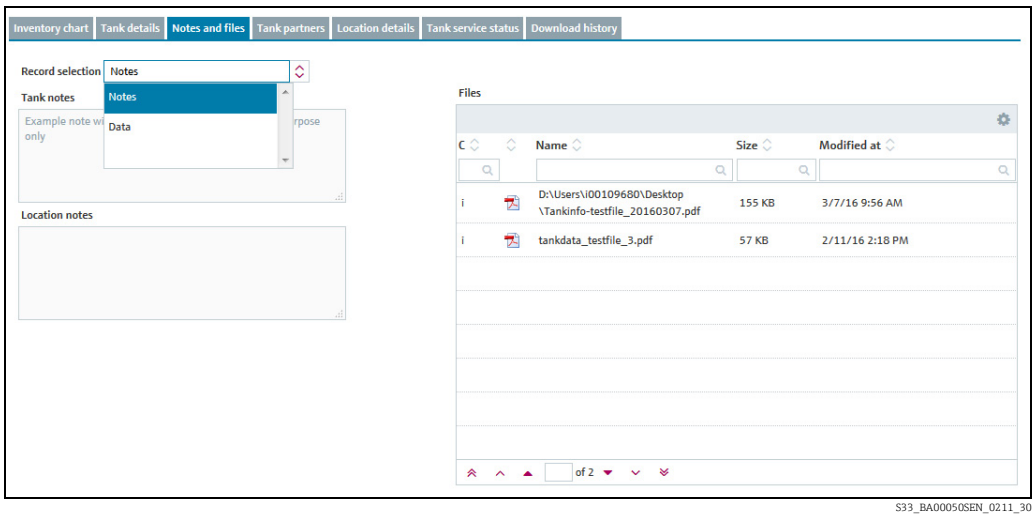
A0036909-EN_300

Description of fields

Field	Description
Tank name	The tank name is selected in the **Configuration** menu in menu item **Tank**, field **Tank name**.
Tank type	The tank type is selected in the **Configuration** menu in menu item **Tank**, field **Tank type**. Tank types are configured in the **Configuration** menu in menu item **Tank type**.
Value	Last primary value ▪ The Value field indicates the last valid measured value. ▪ For aggregated tanks, the sum of the valid measured values for the associated tanks is displayed. Tanks with status "Out of service" are not included. If all associated tanks are "Out of service", "0" is displayed as the value. ▪ The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Unit	Last unit of primary value ▪ The unit is specified in the **Tank** menu item. ▪ In the case of mass units, volume units and units of length, the selection for the field **Unit mass**, **Unit volume** and **Unit of length** in the **User preferences** menu item has priority over the setting in the **Tank** menu item.
Time stamp	Time stamp of last primary value ▪ The time stamp of the time zone for the last valid measured value is used. Also see **Time zone** field. ▪ In the case of aggregated tanks, the time stamp from the associated tank which supplied the most recent measured value is used.
Product	The product name is selected in the **Configuration** menu in menu item **Tank**, field **Product**. The product is specified in the **Product** menu item.
Location	The location is selected in the **Configuration** menu in menu item **Tank**, field **Location**. The location is specified in the **Location** menu item.
Lat./Long. (GPS)	GPS coordinates of the tank, expressed in decimal degrees. The fields are only displayed, if the check box **Use GPS data as location** is activated in the **Configuration** menu in menu item **Tank**, tab **Tank details**.
Time zone	Time zone of time stamp. The time zone of the location is used.
SDT (Standard delivery time in days or hours)	The standard delivery time for the tank is specified in the **Configuration** menu in menu item **Tank**, field **Standard delivery time**.
Capacity	The capacity of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Capacity**. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Optimum	The optimum capacity of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Optimum**. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Plan point	The plan point of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Plan point**. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Ship point	The ship point of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Ship point**. If the **Recycling** check box is enabled, the ship point is not displayed. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Safety stock	The safety stock of the tank is specified in the **Configuration** menu in menu item **Tank**, field **Safety stock**. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Hysteresis	The hysteresis serves to prevent constant event messages, e.g. due to a fluctuating level (→ 100). The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Free capacity	The free capacity of the tank is calculated.
Planning type	The planning type is displayed: **Standard tank** or **Recycling tank** The display of the inventory chart and the event messages are adapted to this planning type (→ 99).
Constituent tanks	This field is displayed for aggregated tanks only. All corresponding tanks are displayed in this list.
Value (aggregated tanks)	This field is displayed for aggregated tanks only. The **Value** field shows the last valid measured value for the tank selected in the "Constituent tanks" list. The number of places after the decimal point is defined in the **Configuration** menu, **Unit** menu item.
Out of service	This field is displayed for aggregated tanks only. The field is activated if the tank selected in the **Constituent tanks** list is out of service.
Bad measurement(s)	This field is displayed for aggregated tanks only. The field is activated if the tank selected in the **Constituent tanks** list returns bad measurement data.

6.1.4 Notes and files

Notes, data and files pertaining to the tank and location are displayed in this tab.



S33_BA00050SEN_0211_30

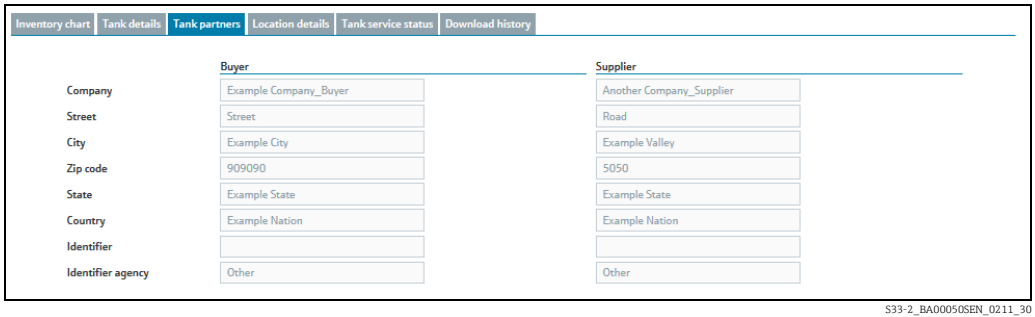
Via the **Record selection** field, choose whether the **Notes** or **Data should be displayed**.

Via the **Files** table, you can open the files and save them locally as follows:

1. Click the **File name** (hyperlink) in the **Name** column in the table.
2. A dialog box opens. Here you can choose whether you want to open the file or save it.
3. Click **OK** to open or save the file. Click **Cancel** to abort the process.

6.1.5 Tank partners

Information on the buyer and supplier is displayed in this tab. If no buyer/supplier is currently assigned to the selected tank, this tab is not visible.

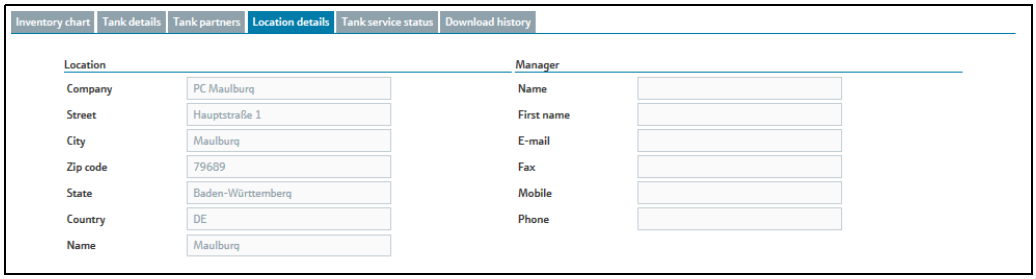


S33-2_BA00050SEN_0211_30

The tank partner, buyer and supplier are assigned to the tank via the **Configuration** menu in the **Tank** menu item, **Tank details** tab (→ 95).

6.1.6 Location details

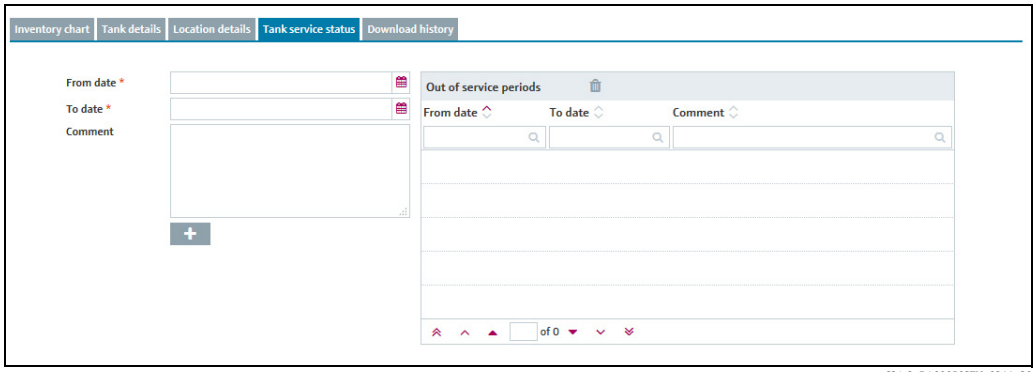
Information on the tank location is displayed in this tab.



S34-1_BA00050SEN_0211_30

6.1.7 Tank service status

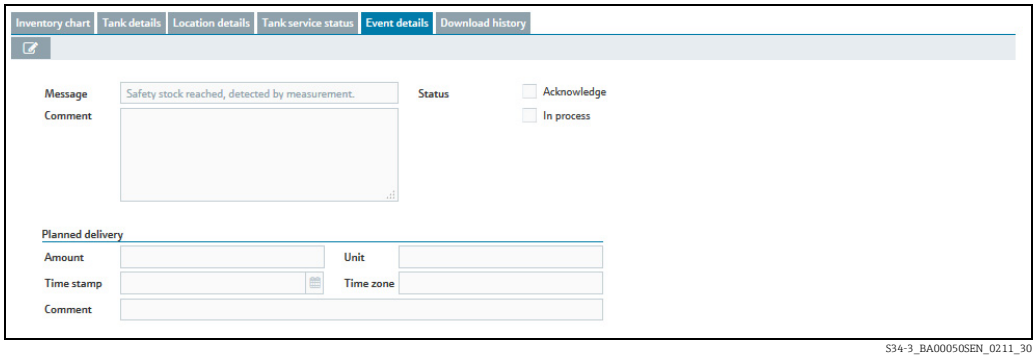
Information on the tank service is displayed in this tab.



S34-2_BA00050SEN_0211_30

6.1.8 Event details

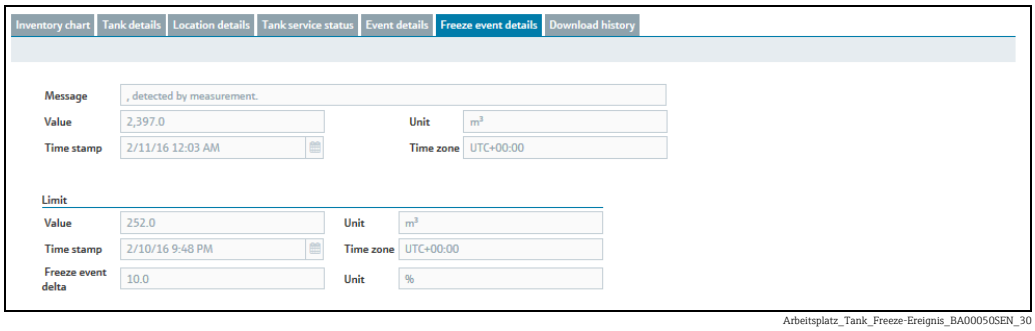
The event details for the currently applicable event, e.g. "Safety stock reached", for the selected tank are shown in this tab. If no event is currently applicable for the selected tank, this tab is not visible. For a description of the **Event details** tab, → 61.



S34-3_BA00050SEN_0211_30

6.1.9 Freeze event details

The event details for the currently applicable freeze event for the selected tank, are shown in this tab. If no freeze event is currently applicable for the selected tank, this tab is not visible.
For a description of the **Freeze event details** tab, refer to → 61.



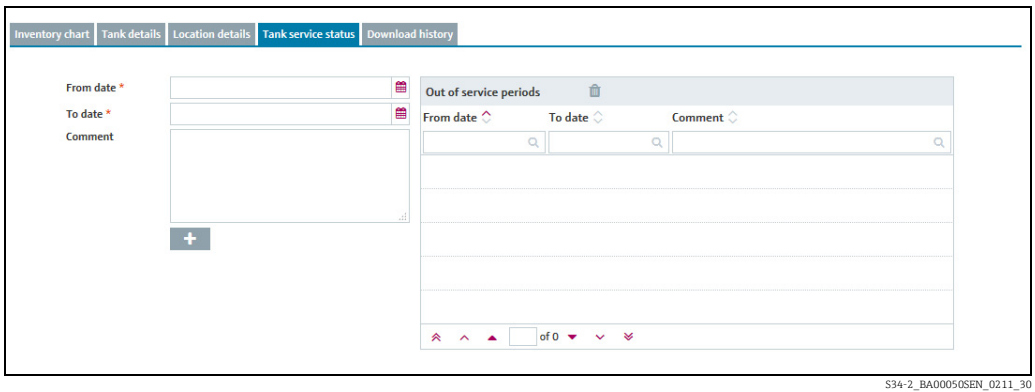
Arbeitsplatz_Tank_Freeze-Ereignis_BA00050SEN_30

6.2 Editing tank service status

Only users with the **Operator** user role can specify or change the service status of a tank. All other user roles can only read this tab.

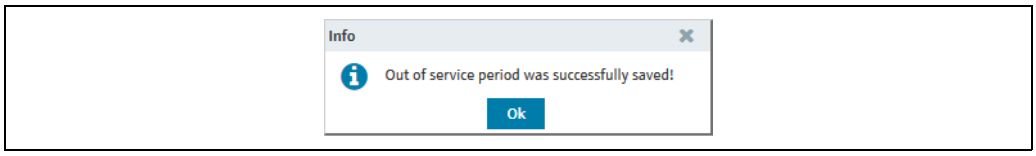
If a tank is out of order for a service, this is shown in the tank overview table by the symbol for individual tanks and the symbol for aggregated tanks. Measured values are no longer updated. Notifications of tank events are no longer produced.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item. A list of the tanks assigned to you is displayed.
3. In the overview table, select the tank whose service status you want to edit.
4. In the lower section of the application window, select the **Tank service status** tab.

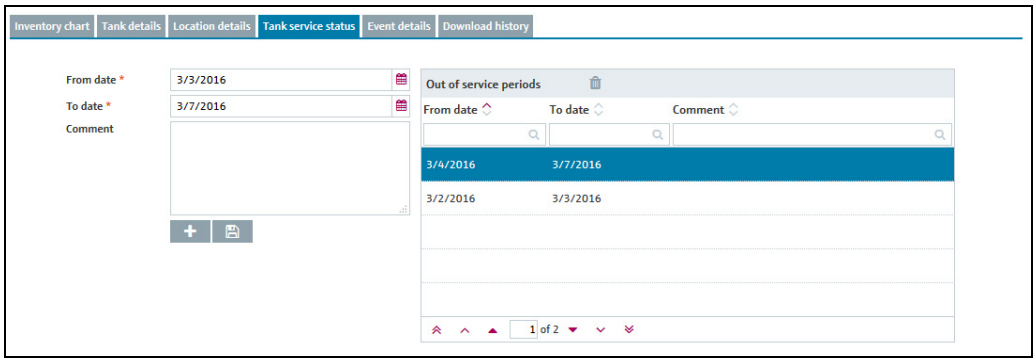


S34-2_BA00050SEN_0211_30

5. Select a time in the future when you want to put the tank out of service. You can either enter the date directly in the **Start date** and **End date** fields or use the button. When entering the date directly use the dd.mm.yy format.
6. If necessary, enter a comment in the **Comment** field.
7. Click to save the Out of service period in the list.
8. SupplyCare reports that the Out of service period has been saved successfully. Click the **OK** button to confirm.

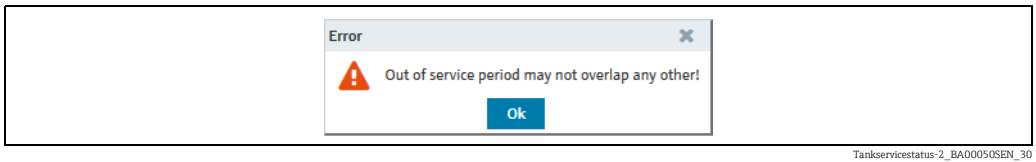


9. Editing the Out of service period: Select the relevant Out of order period from the list and type in the desired dates in the fields **From date** and/or **To date**. Pay attention to not overlap with Out of order periods already typed in.



Tankservicestatus-1_BA00050SEN_30

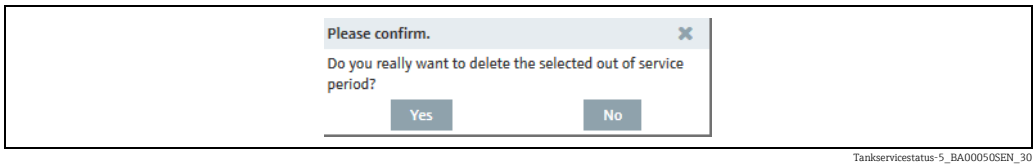
10. Click  to save your changes. If Out of order periods overlap, SupplyCare displays an error message. In this case, SupplyCare does not save your changes.



Tankservicestatus-2_BA00050SEN_30

11. Click the **OK** button to confirm the error message. Edit the dates in the fields **From date** and/or **To date** again, as described above.

12. Deleting Out of order periods: Select the relevant Out of order period from the list, click the  button and, in the following safety request, confirm the delete command with **Yes** or abort by clicking **No**.



Tankservicestatus-5_BA00050SEN_30

6.2.1 Showing Out of order periods in the inventory chart

Past, present or future Out of service periods are shown in the **Inventory chart** tab in the **Tank** menu item. During Out of service periods, the tank level is shown as a horizontal line. The background of the inventory chart is shaded where Out of service periods are displayed → 45.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank whose secondary data you want to display in the **Inventory chart** tab.
4. Click the **Inventory chart** tab. The following detail view is displayed in the **Inventory chart** tab:

Tankservicestatus-4_BA00050SEN_30

The inventory chart displays 2 out of order periods in the future.

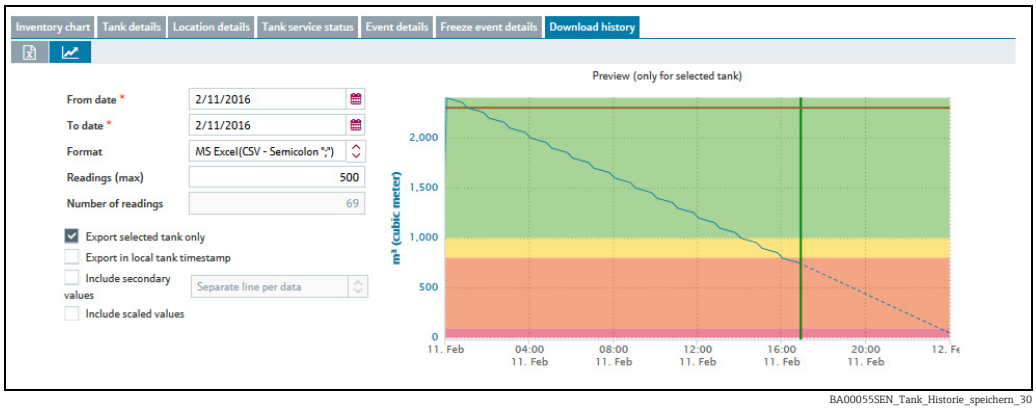
Click the button **Print chart** to print the inventory chart.

6.3 Download history

The following options are available via the **Download history** tab:
- Save measured value history for all tanks shown in the overview or for one tank selected in the overview in CSV format.
- Display measured value history for one tank selected in the overview in a diagram.

The CSV file contains the following data: Tank name, Time stamp, Value, Unit, Optimum, Plan point, Ship point, Safety stock and Measuring point (→ 47). If a value is manually configured it is marked with the suffix **MAN**.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item. A list of the tanks assigned to you is displayed.
3. In the overview table, select the tank whose history you want to view as a chart or save as a CSV file.
4. In the lower section of the application window, select the **Download history** tab. On the right hand side a preview for the selected tank is displayed, if you click the button.



BA00055SEN_Tank_Historie_speichern_30

5. Select a time in the past for which you want to download data. You can either enter the date directly in the **Start date** and **End date** fields or use the button. When entering the date directly use the dd.mm.yy format. The "UTC+00:00" time zone is used for the start and end date.
6. If you want to download the measured value history as a file, MS Excel (CSV - Semicolon or CSV - Comma) is available as the **Format**.
7. Activate the check box **Export selected tank only**, if you only want to download the data from the selected tank. Deactivate the check box if you want to download the data from all of the tanks shown in the table.
8. Activate the check box **Include secondary values**, if you also want to download the secondary values. This information is only relevant when downloading the data as an Excel file. From the drop down list select between the options **Separate line per data** or **Single line full Data**.
9. Activate the check box **Include scaled values**, if you also want to download the scaled values.
10. Activate the check box **Export in Local Tank Timestamp**, if you want to display the export timestamp in the local time of the tank location. If the local time of the tank location is not available it will be exported in UTC.
11. Via the field **Readings (max.)**, specify the maximum number of primary values per tank.
12. Click the buttons to display the measured value history in a diagram. If the selected tank is out of service, only the historic pattern of the inventory is displayed. The expected pattern for the inventory is not displayed.
13. Click the button to download the measured values as an Excel spreadsheet.

6.3.1 CSV file

The CSV file has the following structure:

Tank name	Time stamp	Value	Unit	Optimum	Plan point	Ship point	Safety stock	R (Recycling tank)	Recycling tank Plan point	Recycling tank Safety stock	Measuring point
TANK_01	1/13/10 6:40 AM	1.76	l	0	0	0	0	1	7.0	3.0	1
TANK_01	1/13/10 6:49 AM	5	A	0	0	0	0	1	7.0	3.0	2
TANK_01	1/13/10 6:58 AM	1	V	0	0	0	0	1	7.0	3.0	3
TANK_01	1/13/10 7:07 AM	28	°C	0	0	0	0	1	7.0	3.0	4
TANK_01	1/14/10 6:43 AM	1.757	l	0	0	0	0	1	7.0	3.0	1
TANK_01	1/14/10 6:52 AM	6	A	0	0	0	0	1	7.0	3.0	2
TANK_01	1/14/10 7:01 AM	2	V	0	0	0	0	1	7.0	3.0	3
TANK_01	1/14/10 7:10 AM	29	°C	0	0	0	0	1	7.0	3.0	4
TANK_01	1/15/10 6:46 AM	1.754	l	0	0	0	0	1	7.0	3.0	1
TANK_01	1/15/10 6:55 AM	7	A	0	0	0	0	1	7.0	3.0	2
TANK_01	1/15/10 7:04 AM	3	V	0	0	0	0	1	7.0	3.0	3
TANK_01	1/15/10 7:13 AM	30	°C	0	0	0	0	1	7.0	3.0	4
TANK_02	1/13/10 6:40 AM	2.76	l	10.0	8.0	7.0	3.0	0	0	0	1
TANK_02	1/13/10 6:49 AM	2.5	A	10.0	8.0	7.0	3.0	0	0	0	2
TANK_02	1/13/10 6:58 AM	31	V	10.0	8.0	7.0	3.0	0	0	0	3
TANK_02	1/13/10 7:07AM	2.8	°C	10.0	8.0	7.0	3.0	0	0	0	4
TANK_02	1/14/10 6:43 AM	2.757	l	10.0	8.0	7.0	3.0	0	0	0	1
TANK_02	1/14/10 6:52 AM	2.6	A	10.0	7.0	7.0	3.0	0	0	0	2
TANK_02	1/14/10 7:01 AM	32	V	10.0	7.0	7.0	3.0	0	0	0	3
TANK_02	1/14/10 7:10 AM	2.9	°C	10.0	7.0	7.0	3.0	0	0	0	4
TANK_02	1/15/10 6:46 AM	2.754	l	10.0	8.0	7.0	3.0	0	0	0	1
TANK_02	1/15/10 6:55 AM	2.7	A	10.0	8.0	7.0	3.0	0	0	0	2
TANK_02	1/15/10 7:04 AM	33	V	10.0	8.0	7.0	3.0	0	0	0	3
TANK_02	1/15/10 7:13 AM	3.0	°C	10.0	8.0	7.0	3.0	0	0	0	4

The language of the header of the CSV file depends on the language setting in the browser.

The table is sorted first by tank name, then by time stamp. The "UTC+00:00" time zone is always used for the time stamp.

The column **R** provides information about the tank type. "0" stands for standard tank. "1" stands for recycling tank.

The date and time are displayed as follows in the standard factory setting: yyyy-MM-dd, HH:mm:ss

Manual values are marked with the suffix **MAN**.

6.4 Viewing secondaries

A range of measuring devices allows additional measured variables (secondary) to be recorded in addition to the primary variable.

If secondary values have also been assigned to a tank, you can view these values in the "Workplace – Tank" view in the overview table, in the **Inventory chart** tab and in the **Tank details** tab. A maximum of one primary value and eight secondary values can be assigned to a tank.

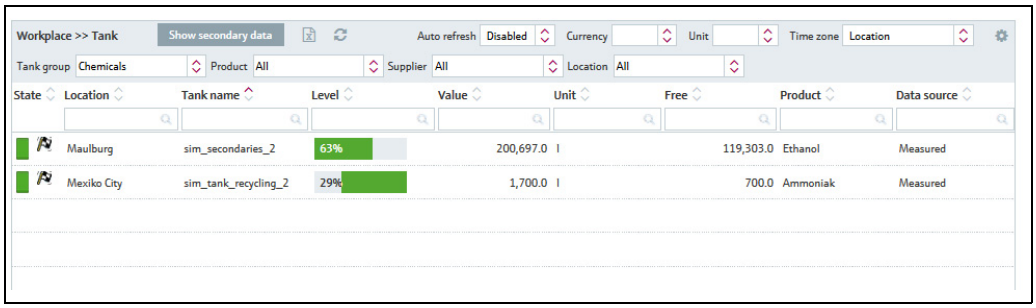
The unit for the primary value is specified via the **Unit** field in the **Tank details** tab. In the case of mass units and volume units, priority is given to your settings for the **Mass unit** or **Volume unit** fields in the **User preferences** menu item.

The units for the secondary values are specified in the **Measuring point details** tab in the **Engineering unit (for application)** field.

6.4.1 Viewing secondaries in the overview table in the "Tank" menu item

The secondary values are hidden or displayed as standard depending on the system settings for your contract. The secondary values are hidden in the default standard setting.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The following detail view is displayed in the Application window:



S38_BA00050SEN_0211_30

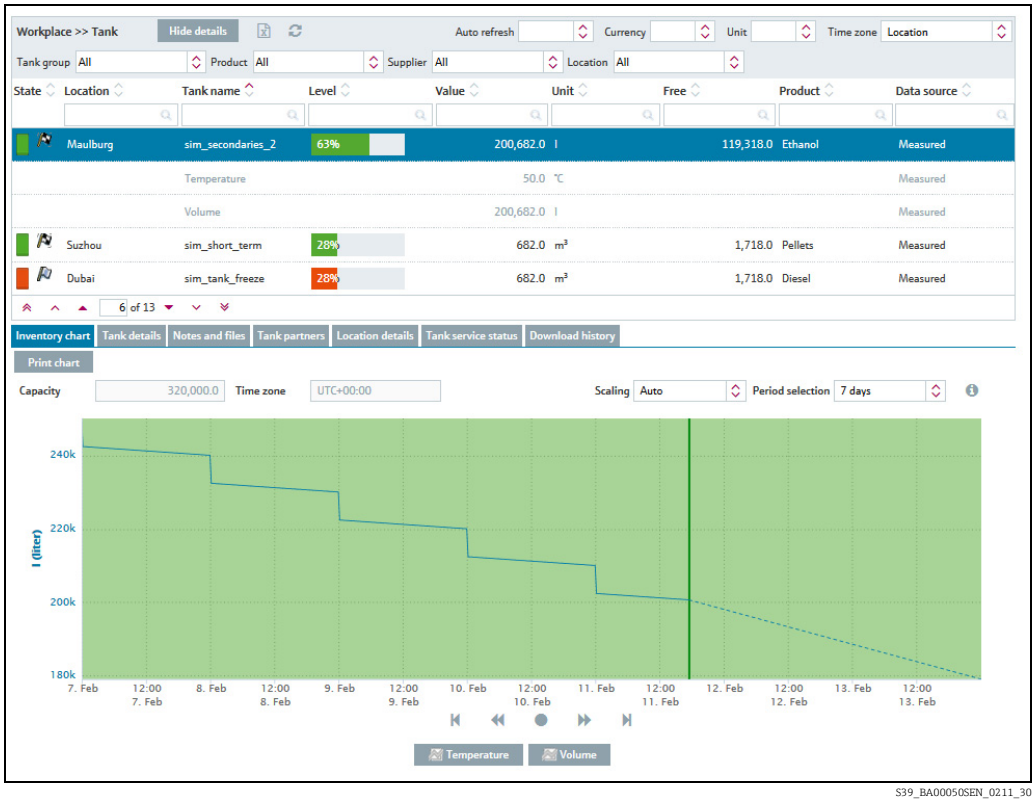
4. Click the **Show secondary** data button.
5. All the associated secondary data are shown underneath the specific tanks. Of the secondary data, the following data are shown if available: Tank name, Value, Unit, Hysteresis, Limit 1 and Limit 2. The tank name corresponds to the **Name** field in the **Secondaries** tab in the **Tank** menu item.
6. Click the **Hide secondary data** button to hide the secondary data.

6.4.2 Viewing secondaries in the inventory chart

Users with the **Master data** user role can specify a name via the **Secondaries** tab in the **Tank** menu item. This name is used in the overview table for the button and the graph. If no name has been entered, the secondary values are given the default names Secondary[1], Secondary[2], Secondary[3], Secondary[4], Secondary[5], Secondary[6], Secondary[7] and Secondary[8].

1. Click the **Workplace** menu in the Navigation window.

2. Click the **Tank** menu item.
3. In the table, click the tank whose secondary data you want to display in the **Inventory chart** tab.
4. The following detail view is displayed in the Application window:



S39_BA00050SEN_0211_30

The inventory chart displays the graph for the primary value.

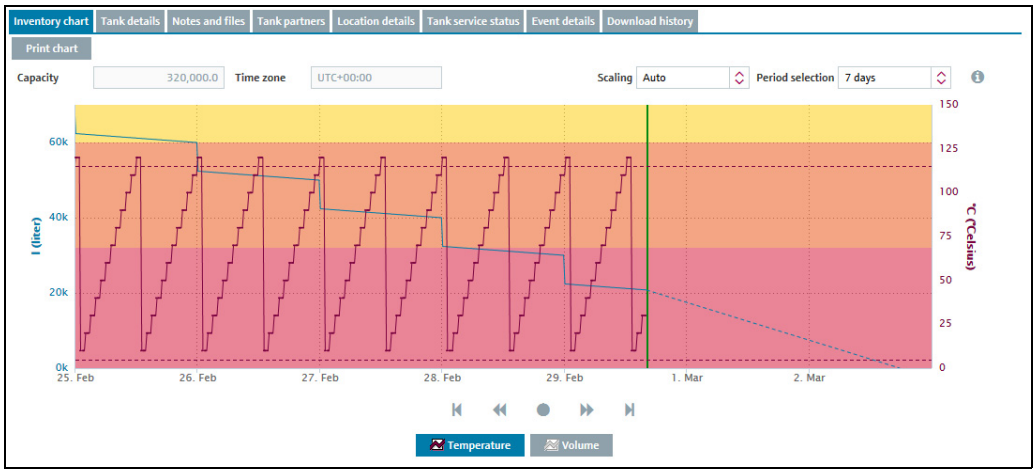
5. Click the **[Secondary value name]** button beneath the chart.
   Depending on the number of secondary values that have been assigned to the tank, the appropriate number of **[Secondary value name [1 to 8]]** buttons are displayed beneath the inventory chart.
6. Click the **[Secondary value name]** button to hide the specific graph.

Click the button **Print chart** to print the inventory chart.

If you move the cursor over the graph, the specific value and time stamp are displayed for the individual point in the graph.

6.4.3 Limits or span limits of secondary values

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to display secondary data.



Bestandsdiagramm_Sekundaerwert_BA00050SEN_30

In addition to the primary value graph, the inventory chart shows the secondary value graph and the span limits.

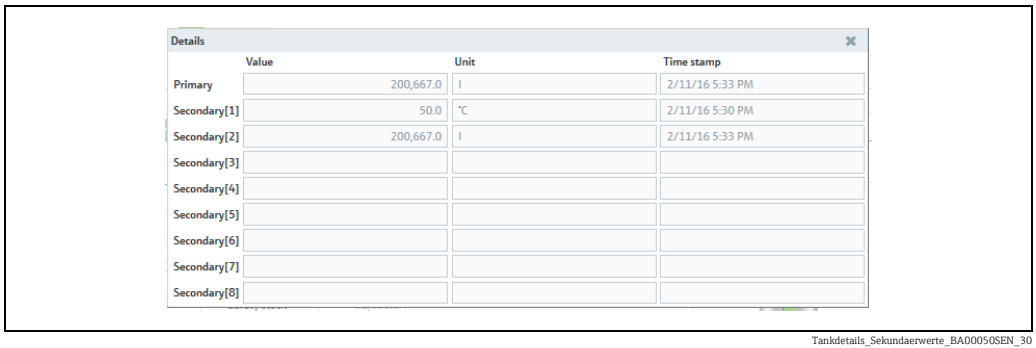
4. Click the button **[Secondary value name]** below the inventory chart. Below the inventory chart, a number of buttons **[Secondary value name [1 to 8]]** is present, which corresponds to the number of secondary values assigned.
5. Click the button **[Secondary value name]** to hide the respective graph.

Click the button **Print chart** to print the inventory chart.

If you move the cursor over the graph, the specific value and time stamp are displayed for the individual point in the graph.

6.4.4 Viewing secondary data via the "Tank details" tab

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to display secondary data.
4. Select the **Tank details** tab.
5. Click the button beside the Value field.
6. The following screen appears:



Tankdetails_Sekundaerwerte_BA00050SEN_30

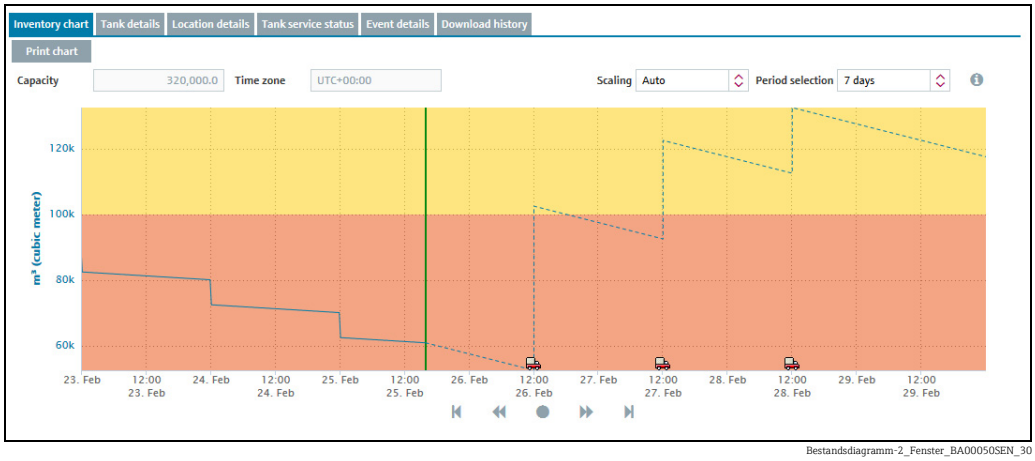
The magnifying glass cannot be selected in the following cases:
- No secondary values are assigned to the selected tank.
- The tank supplies a bad measured value.
- The tank is out of service.
- The tank is assigned to an aggregated tank.

6.5 Viewing historical values and forecast values in the inventory chart

The inventory chart displays the values measured up to the present date with a continuous line and the values calculated from the present date with a broken line. No forecast values are available for secondary values.

In the case of standard tanks, the forecast values are calculated from the "Average daily outflow" value. In the case of recycling tanks, the forecast values are calculated from the "Average daily inflow" value.

Also, several planned deliveries (recycling tanks: disposals) located in the future are integrated into the calculated value (forecast) and displayed.

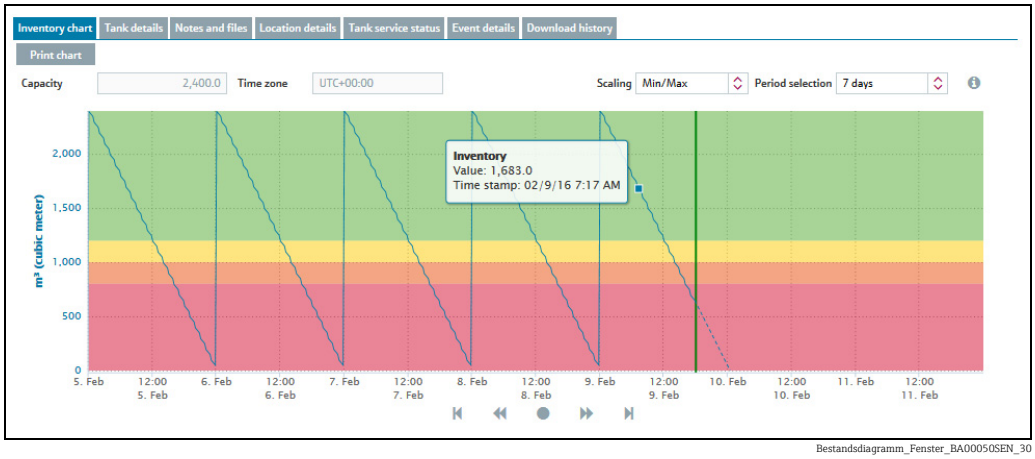


Bestandsdiagramm-2_Fenster_BA00050SEN_30

The inventory chart offers the following additional functionalities:

Mouseover function

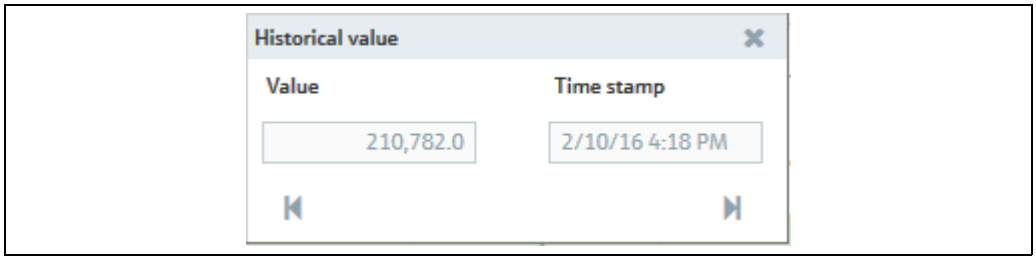
Additional information is displayed if you move the cursor over a graph in the inventory chart. If the point in the graph is in the past, the **Inventory** window appears with information on the measured value and the time stamp. If the point in the graph is in the future, the **Forecast** window appears with information on the calculated value and the time stamp.



Bestandsdiagramm_Fenster_BA00050SEN_30

Clicking on a point in the graph
A dialog box appears if you click on a point in the graph with the cursor. The **Historical value** dialog box appears for the values measured in the past. The **Forecast value** dialog box

appears for the calculated values in the future. The **Current value** dialog box appears for the last measured value received.



Bestandsdiagramm_Vergangenheitswert_BA00050SEN_30

Navigating via the dialog box
The **Value** field in the dialog box displays the measured value for the past and the calculated value for the future. The **Time stamp** field displays the associated date and time. Click the button to view the older measuring points. Click the button to view the more recent measuring points. If you want to view points that are further back in time, change the number of displayed days in the **Period selection** field.

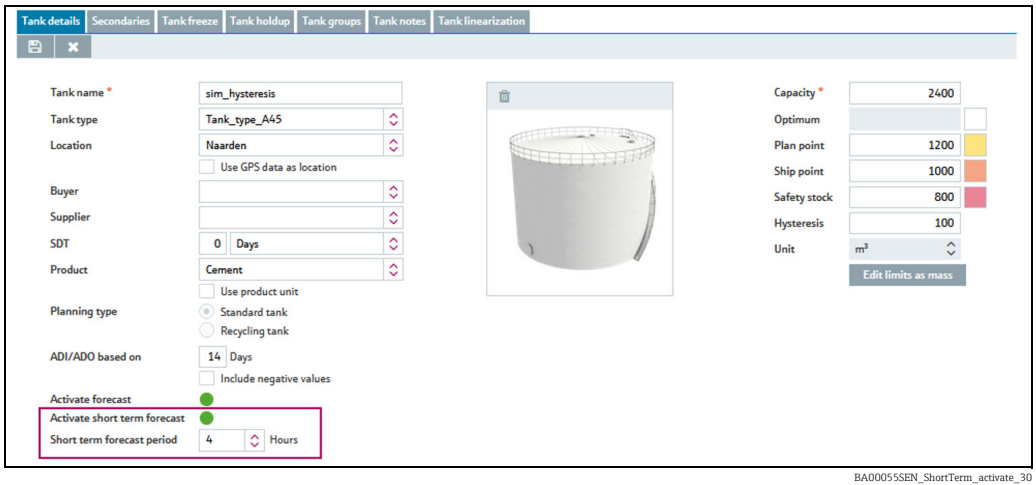
6.5.1 Short term forecasting

The short term forecasting is a second forecast line in the inventory chart, which is calculated based on the data of the past hours. The period of time can be defined individually between 1 to 12 hours → 163.
The short term forecast line displays the values measured between the last hours (1 to 12, according to the individual settings) up to the present time with a red dotted line.
The short term forecast line is also available for aggregated tanks.

The visualization of the short term forecast is disabled by default. For details → 163.

Activating short term forecast for a tank

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to activate short term forecasting.
4. Select the **Tank details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.
7. Click the red dot beside the indication **Activate short term forecast**. The dot turns green , the short term forecast is now activated.



BA00055SEN_ShortTerm_activate_30

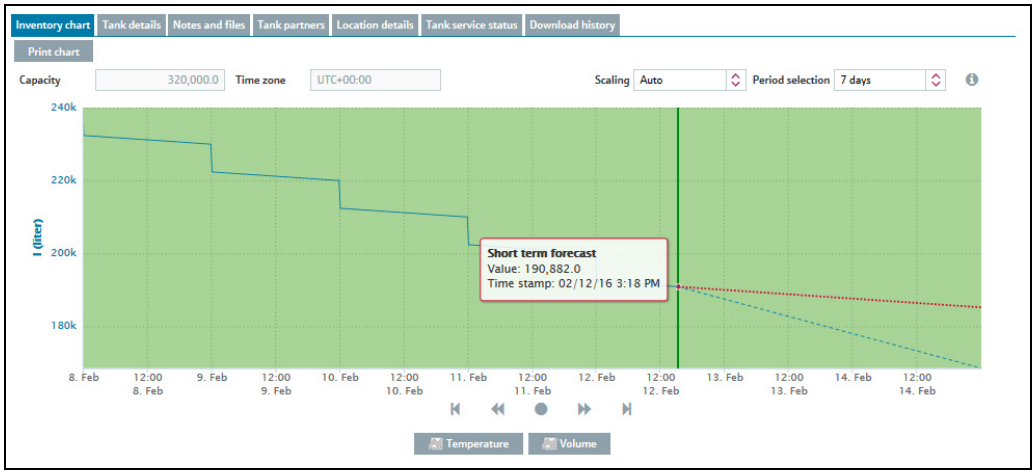
8. Enter the number of hours into the field **Short term forecast period**, which shall be used to calculate the short term forecast from.
9. Click [save] to save your changes. Click [cancel] to abort the process.

BA00055SEN_ShortTerm_DE_30

The short term forecast line offers the following additional functionality:

Mouseover function

Additional information is displayed if you move the cursor over a graph in the inventory chart.



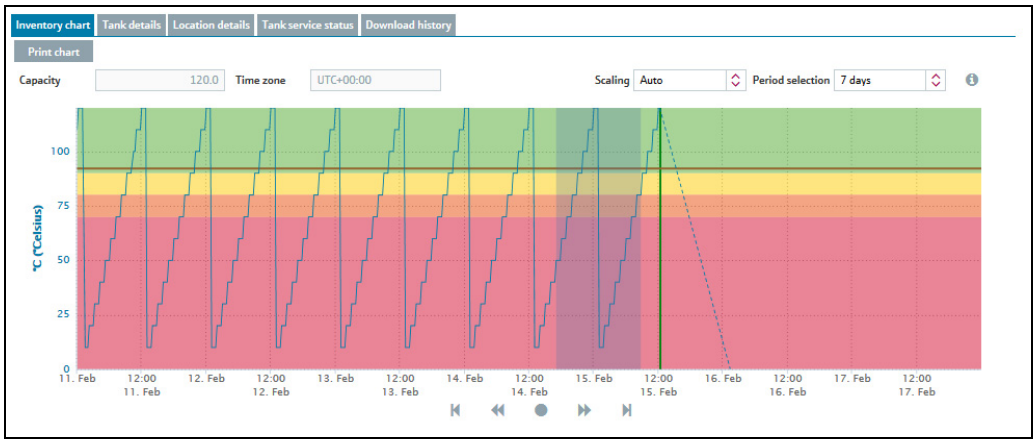
BA00055SEN_ShortTerm_MouseOver_30

6.6 Zoom functions in the inventory chart

You can use the zoom function to enlarge a maximum section of 12 hours in the inventory chart to get a closer look at the data.

1. Set the start of the zoom-in zone.

   Proceed as follows:
   - Using the left mouse button, click the desired starting point.
   - While holding the left mouse button, drag the mouse to the left or right.
   - The selected zone is marked with a dark background. You can move the zone to the left or right by dragging the mouse.
2. Click the left mouse button to select the end of the zoom-in zone.
3. The inventory chart with the selected zone is loaded.
4. Click **Reset zoom** to zoom out again.



Bestandsdiagramm_Zoom_BA00050SEN_30

6.7 Planning delivery and disposal via the inventory chart

Only users with the **Scheduler** user role can plan deliveries for standard tanks and disposals for recycling tanks.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the overview table, select the tank for which you want to plan a delivery or disposal.
4. In the lower section of the application window, select the **Inventory chart** tab.
5. Click the graph in the inventory chart for the date you are planning a delivery or disposal. The planned date must be in the future.
6. The **Forecast value** dialog box is displayed.
7. Click the **Plan delivery** (standard tanks) or **Plan disposal** (recycling tanks) button.
8. The **Plan delivery** dialog box appears for standard tanks. The **Plan disposal** dialog box appears for recycling tanks.
9. Click the button.
10. The dialog box appears in the editing mode.

11. You can view and enter the following data here:
    - **Value**: Displays the project level
    - **Delivery date and time**: The day selected in the calendar is used for the date. The time is predefined.
    - **Amount**: Enter the planned amount.
    - **Range**: This field shows the number of days before the safety stock is reached for the amount entered. In the case of standard tanks, the number of days is calculated from the "Average daily outflow" value. In the case of recycling tanks, the number of days is calculated from the "Average daily inflow" value.
    - **Refresh range**: Via the button, the **Range** field is updated for the amount entered.
    - **Comment**: Enter a comment or note.
12. Click to save your changes. Click to abort the process.
13. A delivery van icon indicates the delivery and disposal in the inventory chart. If you move the cursor over the delivery van field, information on the planned delivery or disposal is displayed along with the delivery date and time.

7 Viewing personalized tank view - "My tank view" workplace

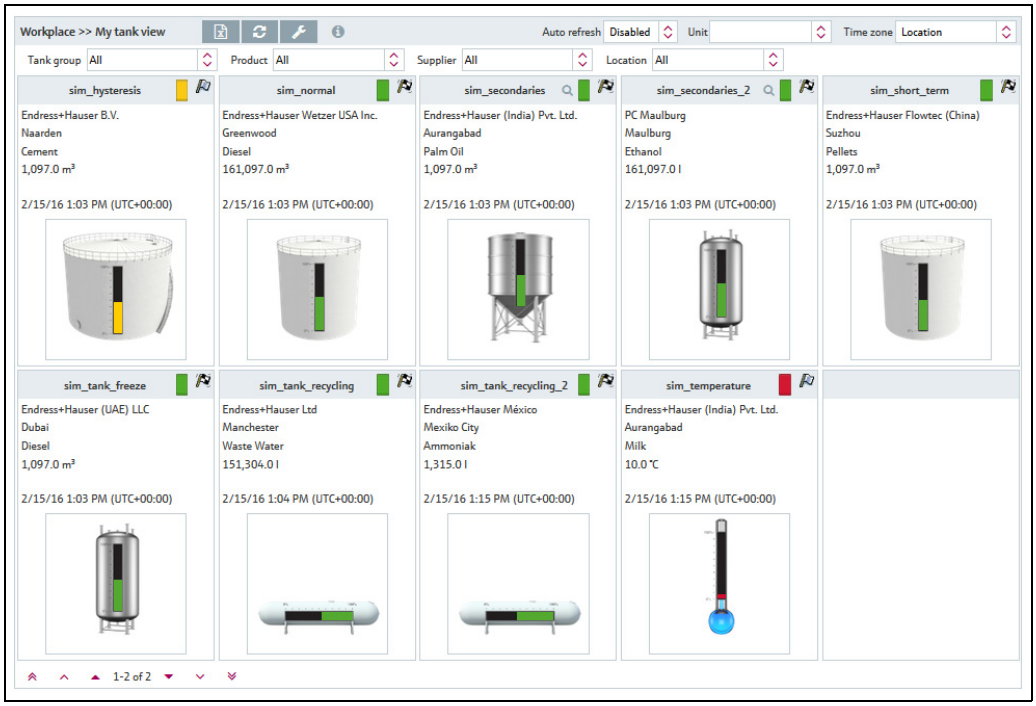
The personalized tank view shows you the tanks that you selected in your user profile in the **My tank view** tab (→ 209).

The **My tank view** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **My tank view** menu item.
3. You are shown a list of all the tanks which you selected in the user profile.

Manual values are displayed in blue color followed by the text **MAN**. The column **Data source** provides information on where the data comes from: measured or manually entered.

You can filter the tanks via the picklists **Tank group**, **Product**, **Supplier** and **Location**. Whenever a selection is done, only the tanks within that group are displayed on the screen.



Arbeitsplatz_Tankuebersicht_BA00050SEN_30

4. Where available, the following primary data are displayed for every tank: Tank name, Company name, Location, Product, Value with unit, Time stamp with time zone.

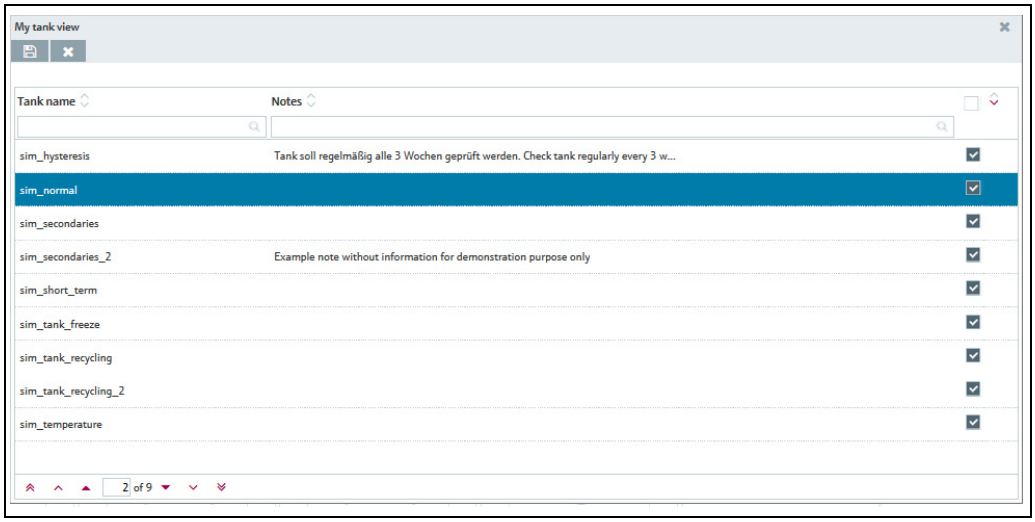
The last primary value is displayed. For aggregated tanks, the sum of all the last measured values for the associated tanks is displayed.

Click the button to export the content displayed to an Excel file.

To update the view and call up new measured data, you can click the button.
In addition it is possible to automatically refresh the view. Therefore, select your favored time period for reloading from the picklist "**Auto refresh**".

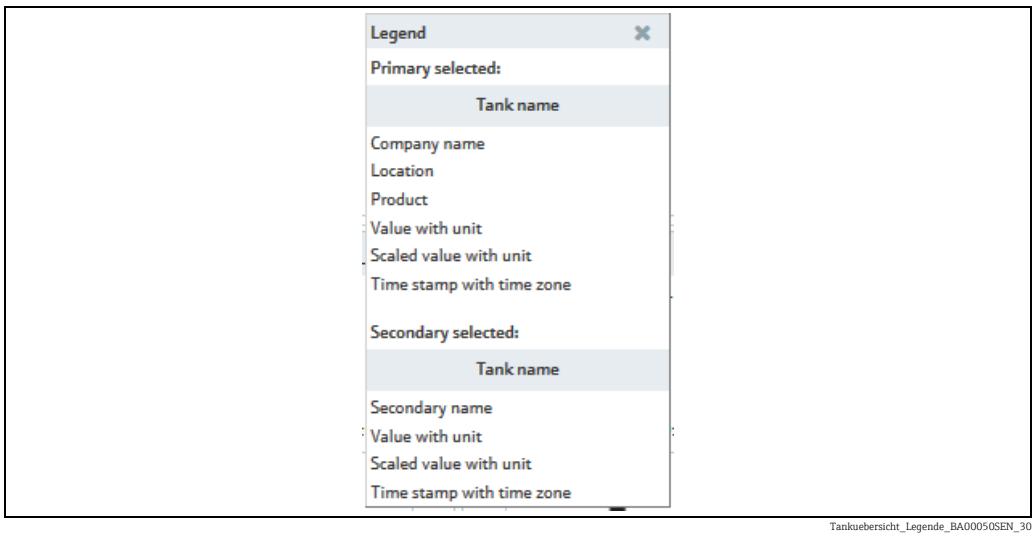
The Auto refresh function only works if this feature is predefined in your system properties (→ 167).

Click the button to configure your Tank view. The **My tank view** configuration window is displayed.



Configuration_My tank view_BA0050SEN_30

Click the button to display the legend. You can move the legend to another location by pointing the cursor at the blue title bar and pressing and holding the left mouse button.



Tankuebersicht_Legende_BA00050SEN_30

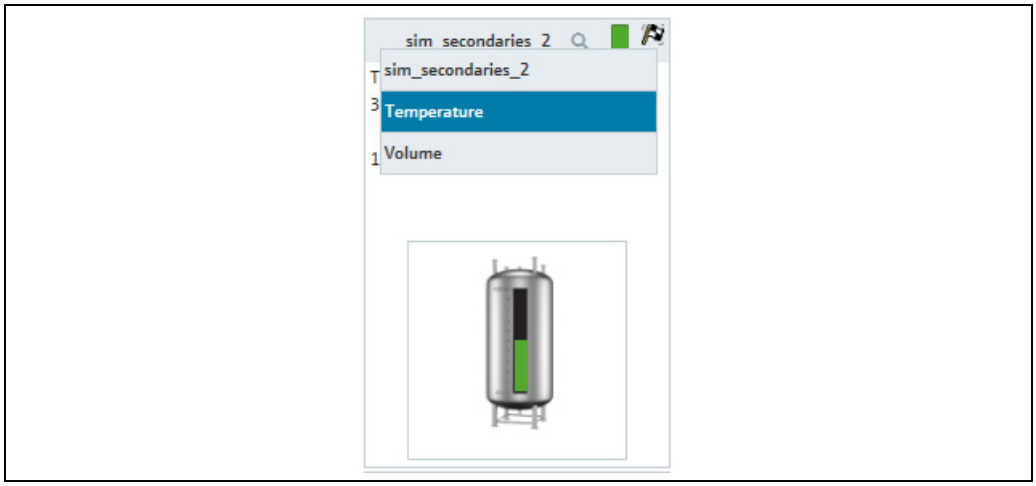
5. Click the picture of the tank if you would like to see more tank details (→ 39).

Bestandsdiagramm_Tankuebersicht_BA00050SEN_30

7.1 Viewing secondaries

The button is also displayed if secondary data are available for the tank.

1. Click the button to display the secondary data.
2. A submenu opens. The first menu item displays the tank name of the primary value. This can be followed by up to eight secondary names.



Sekundaerwert_auswaehlen_BA00050SEN_30

3. Select the appropriate secondary name.
4. The following secondary data are displayed: Tank name, Secondary name, Value with unit, Time stamp with time zone.
   Click the button again to return to the primary data. Select the tank name of the primary value in the submenu.

8 Editing events - "Event" workplace

8.1 Event management - Status and weighting of events

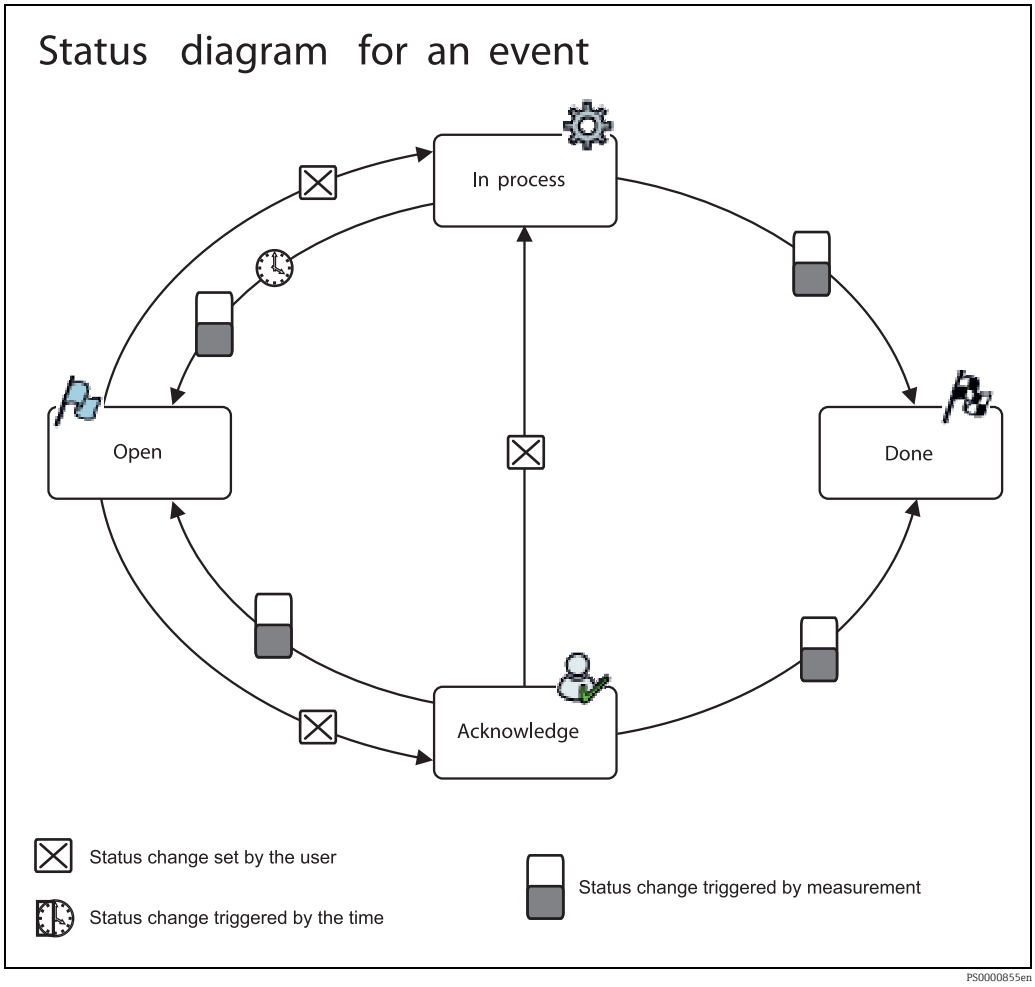
An event is triggered if a limit value is undershot (Plan point, Ship point, Safety stock). The status of the event is then set to **Open**. The weighting (severity) is derived from the limit value, i.e. reaching the plan point is categorized as not critical (low) while reaching the safety stock level is regarded as very critical (high).

Once an event has been generated, the user can change the status to **Acknowledged** or **In process**. To making it easier to track events later, the change is stored with a time stamp and user name.

If a critical limit is reached, determined by another measurement, the status of the event is set to **Open**. If an inventory that is above the plan point is detected for standard tanks, and if an inventory that is below the plan point is detected for recycling tanks, the event assumes the status **Done** and no other activities are required.

A point must be noted with the **In process** status. If the tank is not refilled by the set resubmission date, the event status returns to **Open**.

The following diagram shows the status for an event in SupplyCare Enterprise:



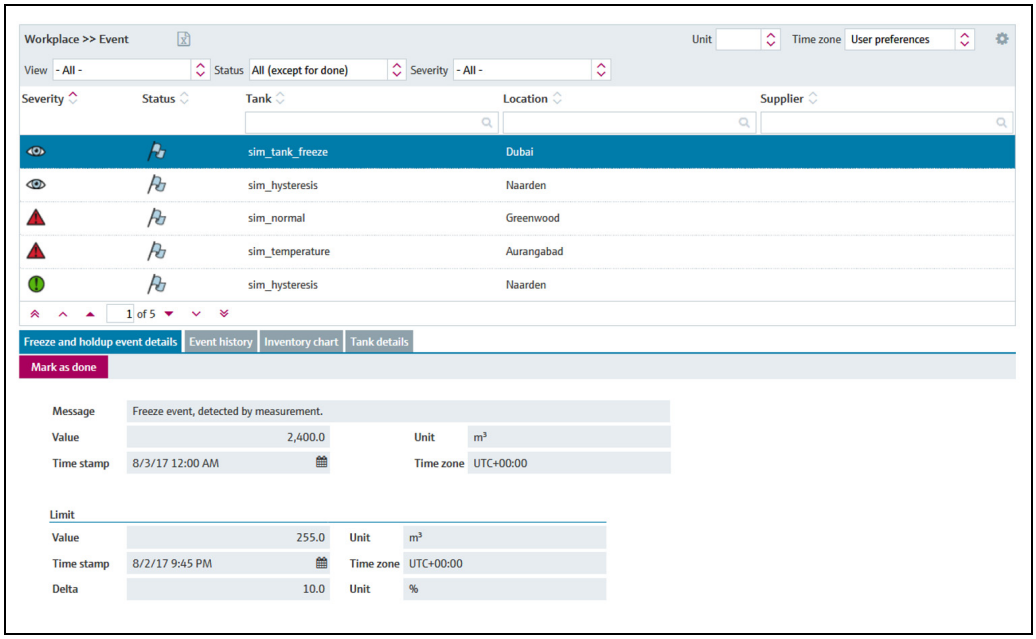
8.2 Viewing event messages

The **Event** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.

The time zone configured in the **User preferences** menu item is used for the **Event details/Freeze event details** and **Event history** tabs (→ 211). "UTC+00:00" is the default value. The time zone configured for the location is used for the **Inventory chart** and **Tank details** tabs . "UTC+00:00" is the default value.

The **Event** menu item provides effective support in a replenishment process which is controlled by means of order limits. For standard tanks, the events are triggered if limit values in the individual tanks are undershot; for recycling tanks, they are triggered if the limit values in the individual tanks are exceeded. A **Freeze Event** is triggered if the actual measurement exceeds the configured freeze event delta. In addition to screen display, people can also be notified of the events by e-mail.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Event** menu item.
3. The following is displayed in the portal window with an overview of all the events, sorted in order of priority:

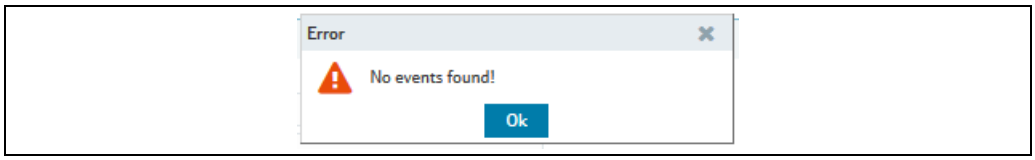


S48_BA00050SEN_0211_30

4. To filter the displayed events, select the filter criteria:

- **View**: Select between **All**, **Only limit events** or **Only freeze events**.
- **Status**: Select between **All (except for done)**, **Only open**, **Only acknowledged**, **Only in process** or **Only done**.
  The filters **Only acknowledged** and **Only in process** exclusively have an effect on limit events. Any other filter will effect both types of events.
- **Severity**: Select between **All**, **Only low**, **Only medium** or **Only high**.
  The filters **Only low** and **Only medium** and **Only high** exclusively have an effect on limit events. Any other filter will effect both types of events.

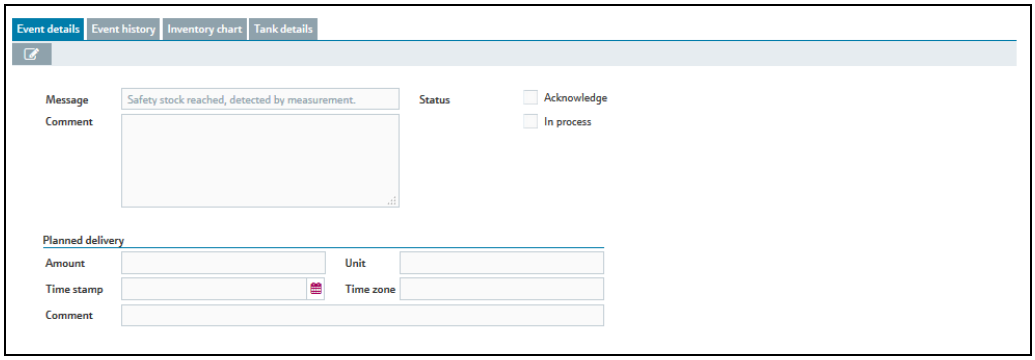
If the set filters do not overlap each other, i.e. resulting in no events, the previous filter settings are restored. The following error message is displayed:



Arbeitsplatz_Ereignis_Ereignis Log Fehlermeldung_BA00050SEN_30

5. In the overview table, click on an event which you would like to view or for which you require further information.
6. You can select the following tabs in the lower area of the application window: **Event details/Freeze event details**, **Event history**, **Inventory chart** or **Tank details**.

8.2.1 Event details

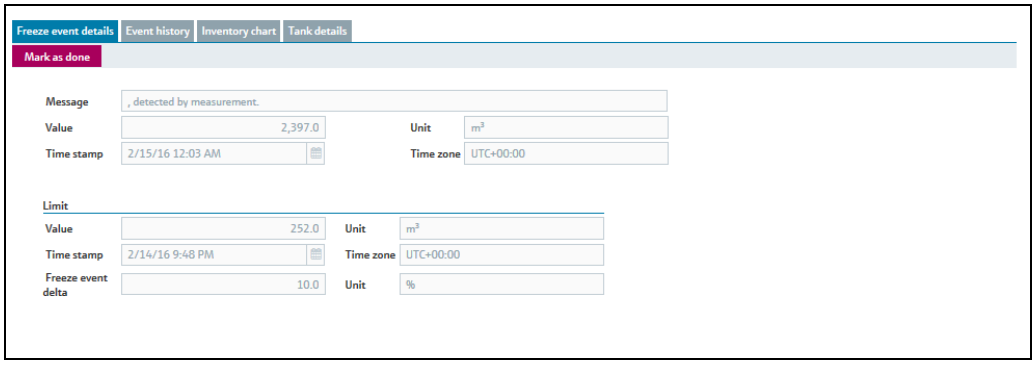


S49_BA00050SEN_0211_30

A form with the following fields is shown on this tab:
Message, Comment, Acknowledge and In process.

In addition, the display also shows the **Amount**, **Time stamp**, **Unit**, **Time zone** and **Comments** fields for standard tanks for planned deliveries, and for recycling tanks for planned disposals.

8.2.2 Freeze event details



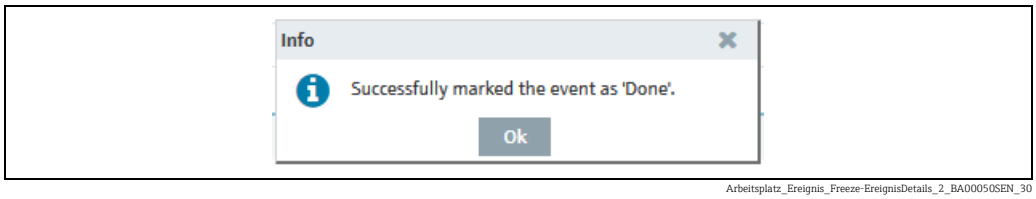
Arbeitsplatz_Ereignis_Freeze-EreignisDetails_BA00050SEN_30

A form with the following fields is shown on this tab:
Message, **Value** of the received measurement, **Unit** of the tank, **Time stamp** of the measurement in the respective time zone, **Time zone** of the measurement.

In addition, the display shows in the lower section information on the Limit:

Value ("Frozen measurement" in respective Unit), **Unit** of the tank, **Time stamp** of the frozen measurement in the respective time zone, **Time zone** of the frozen measurement, **Freeze event delta**, **Unit** of the tank.

1. Click the **Mark as done** button to acknowledge the event. The following message appears:

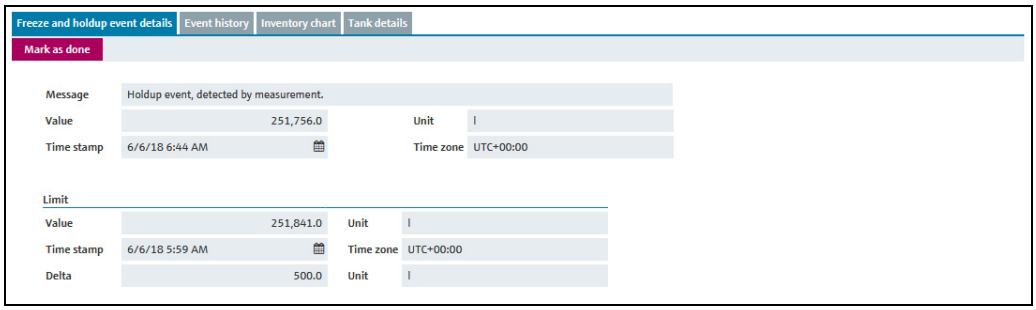


Arbeitsplatz_Ereignis_Freeze-EreignisDetails_2_BA00050SEN_30

2. Click **OK**.

A Freeze event will only be generated once during a check period. The status of the event is **Open** until it is marked as done. If a new Freeze event occurs in the next check period, the previously created event is taken over to the Event history.

8.2.3 Holdup event details

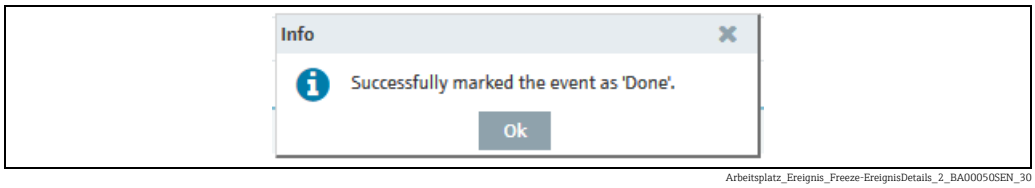


Arbeitsplatz_Ereignis_Holdup-EreignisDetails_BA00050SEN_33

A form with the following fields is shown on this tab:
Message: Short description of the type of event
Value: Value of the received measurement
Unit: Unit of the tank
Time stamp: Point of time of the "frozen" measurement in the respective time zone
Time zone: Time zone of the measurement

In addition, the display shows in the lower section information on the **Limit**:
Value: "Frozen" measurement in respective Unit
Unit: Unit of the tank
Time stamp: Point of time of the "frozen" measurement in the respective time zone
Time zone: Time zone of the "frozen" measurement
Freeze event delta: Numeric value for the set event delta
Unit: Unit of the event delta

1. Click the **Mark as done** button to acknowledge the event. The following message appears:

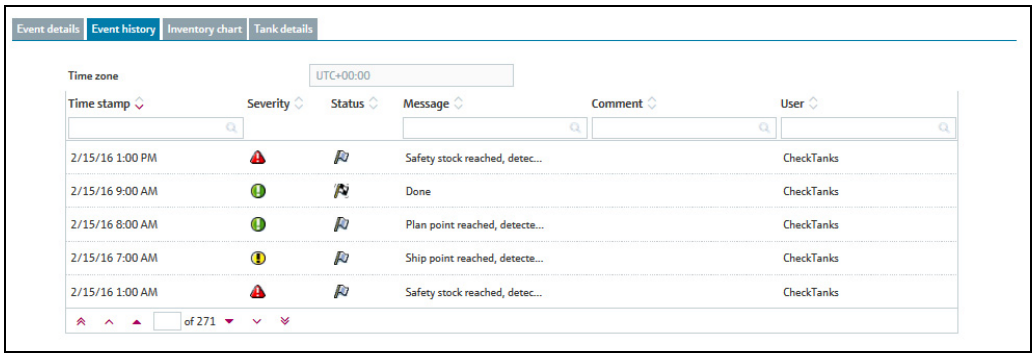


Arbeitsplatz_Ereignis_Freeze-EreignisDetails_2_BA00050SEN_30

2. Click **OK**.

A Holdup event will only be generated once during a check period. The status of the event is **Open** until it is marked as done. If a new Holdup event occurs in the next check period, the previously created event is taken over to the Event history.

8.2.4 Event history



S49-2_BA00050SEN_0211_30

This tab displays the history of an event selected in the overview table. The screen includes **Time stamp**, **Severity**, **Status**, **Message**, **Comment** and **User**.

8.2.5 Inventory chart

The inventory chart of the associated tank is shown here for the event currently selected. For a description of the **Inventory chart** tab, → 38.

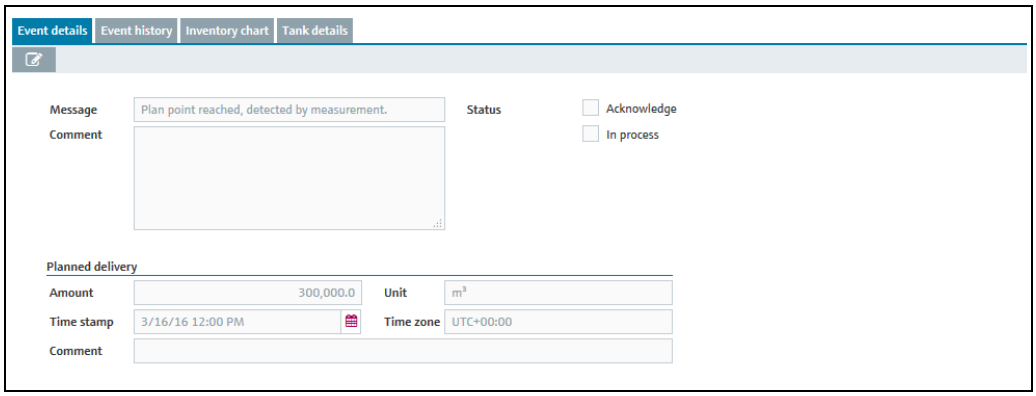
8.2.6 Tank details

The tank details of the associated tank are shown here for the event currently selected. For a description of the **Tank details** tab, → 39.

8.3 Processing messages

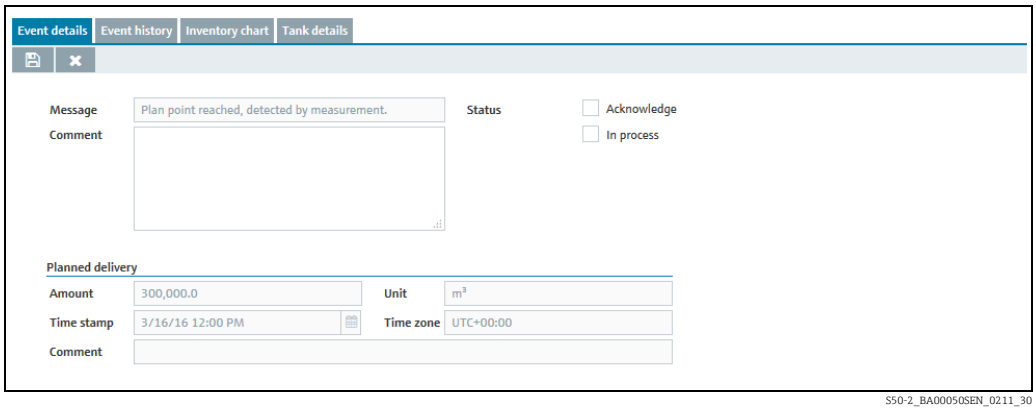
Only users with the **Scheduler** or **Operator** user role can comment on events and assign a status.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Event** menu item.
3. In the overview table, select the event that you want to process.
4. In the lower section of the application window, select the **Event details** tab.



S50_BA00050SEN_0211_30

5. Click the button.
6. The tab is displayed in the edit mode.



S50-2_BA00050SEN_0211_30

7. If you have acknowledged this event, activate the **Acknowledge** check box.
   If replenishment measures have already been initiated, activate the In process check box and change the resubmission date if necessary.
   You can enter comments on this event in the Comment section.

If the status of the event was set to **In process**, the system monitors whether the tank is replenished by the **Resubmission date**. If this is not the case, the status of the event is reset to **Open** and the appropriate notification messages are triggered. As standard, the **Resubmission date** is calculated from the standard delivery time. This can also be set individually for every event however.

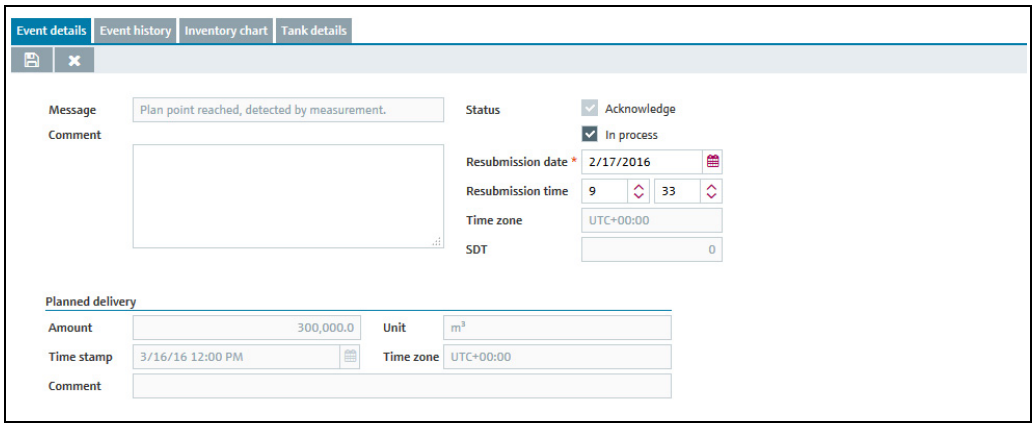
8. Click to save your changes. Click to abort the process.

8.4 Setting the resubmission date

Only people whose user role is configured as **Scheduler** or **Operator** can set a resubmission date for events.

You can only set a resubmission date for the **In process** option.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Event** menu item.
3. In the overview table, select the event that you want to process.
4. In the lower section of the application window, select the **Event details** tab.
5. Click the button.
6. Activate the **In process** check box.
7. The tab is displayed in the edit mode.



S51_BA00050SEN_0211_30

8. Either enter the date directly in the **Resubmission date** field or use the button.
9. If necessary, specify a time (in hours and minutes) for the **Resubmission time** fields.
10. Click to save your changes. Click to abort the process.

If a standard tank is refilled and the inventory is again above the plan point, the status of the event automatically changes to **Done**. If a recycling tank is drained and the inventory is once again below the plan point, the status of the event automatically changes to **Done**.

The **Standard delivery time** is displayed for standard tanks, and the **Standard disposal time** for recycling tanks.

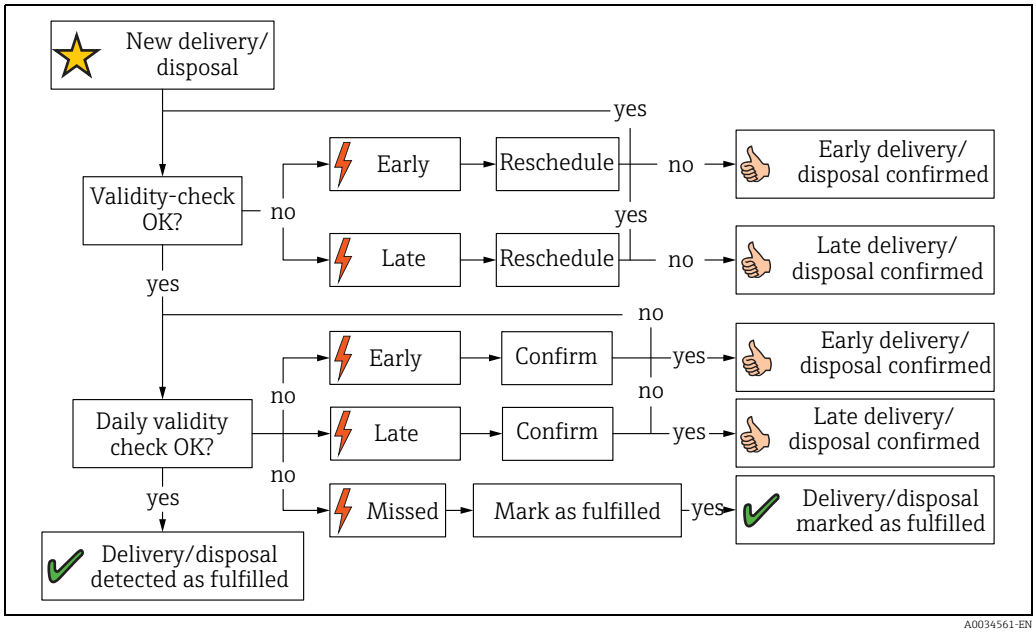
9 Planning delivery and disposal – "Scheduling" workplace

9.1 Status management – delivery and disposal

When a new delivery/disposal is created, the system checks whether the delivery/disposal is planned too early or too late. The forecast data determined by SupplyCare are used to check the information. The user can either reschedule the delivery/disposal which is too late/early or confirm this as an early or late delivery/disposal.

SupplyCare monitors the deliveries and disposals daily. If it detects an early or late delivery/disposal, this delivery/disposal can be confirmed. If it detects a missing delivery/disposal, this delivery/disposal can be mark as fulfilled. For the event "Missing delivery", the same hysteresis values apply which have been entered in the menu **Configuration**, menu item **Tank**, **Tank details** tab → 95 and → 100.

The following diagram shows the status management for disposals and deliveries in SupplyCare:

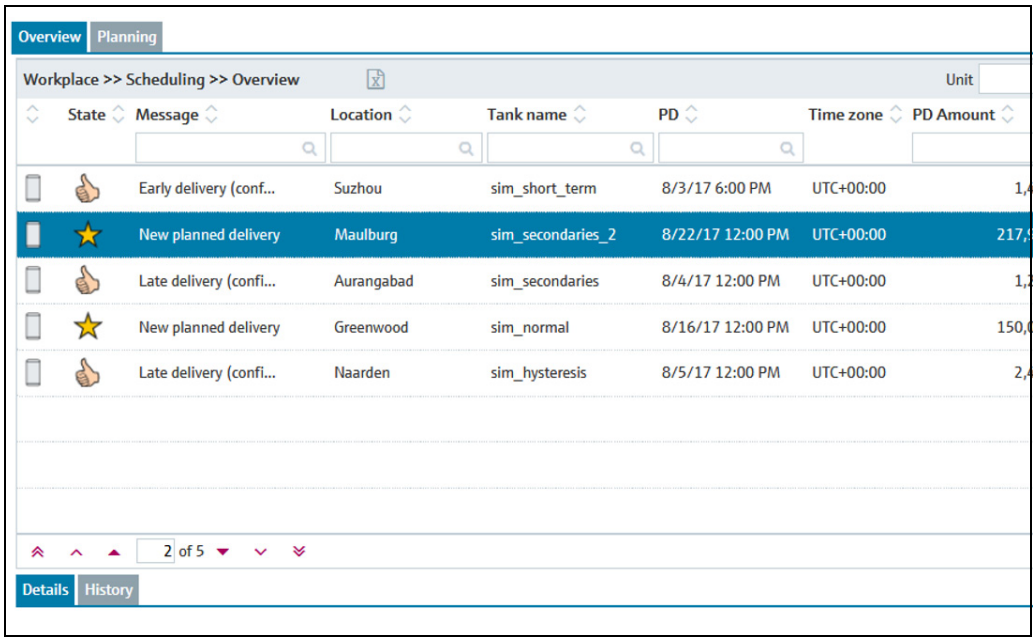


9.2 Status display and notification of planned delieveries and disposals

Only users with the **Scheduler** user role receive notification of planned deliveries and disposals and can process such notification messages.

For a user to receive notification, the **PDL** and/or **PDE** check boxes must be enabled in the Tank group tab in the Tank group menu.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click the **Overview** tab.
4. The following is displayed in the portal window with an overview of all the statuses for all the disposals and deliveries:



S53_BA00050SEN_0211_30

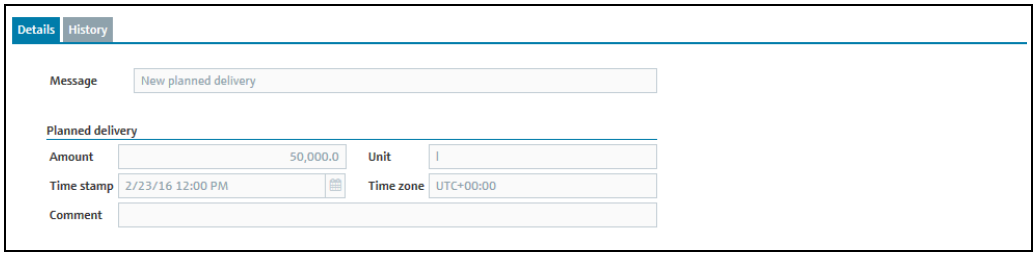
5. In the overview table, click a status to change it or to view the history.
6. You can select the following tabs in the lower area of the Application window: **Details** or **History**.

9.2.1 Processing the status

The following status information can be displayed:

Symbol	Meaning
	Detected - the **Detected** status is displayed in the following situations: ▪ The system has detected a delivery or disposal which has been scheduled too early or too late. You can process this delivery or disposal in the **Details** tab using the **Confirm** button. ▪ The system has detected a missing delivery or disposal. You can process this delivery or disposal in the **Details** tab using the **Mark as fulfilled** button. ▪ The system has detected that measured data are missing. You can process this delivery or disposal in the **Details** tab using the **Mark as fulfilled** button.
	Confirmed - the **Confirmed** status is displayed in the following situations: ▪ A delivery or disposal which has been scheduled too early or too late was confirmed when the delivery/disposal was created. ▪ A delivery or disposal which has been scheduled too early or too late has been confirmed in the **Details** tab.
	Deleted - a planned delivery or disposal has been deleted.
	New - a new delivery or disposal has been planned.
	Fulfilled - a new delivery or disposal has been fulfilled. If a delivery and disposal is made, this is flagged by SupplyCare as **Delivery made (detected)/Disposal made (detected)**. If the system has detected a missing delivery/disposal or missing measured data, you can process this delivery/disposal in the **Details** tab using the **Mark as fulfilled** button. The delivery/disposal is displayed as **Delivery fulfilled (confirmed)/Disposal fulfilled (confirmed)**.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. In the overview table, select a status that you want to process.
4. In the lower section of the Application window, select the **Details** tab. The following tab appears:



S54_BA00050SEN_0211_30

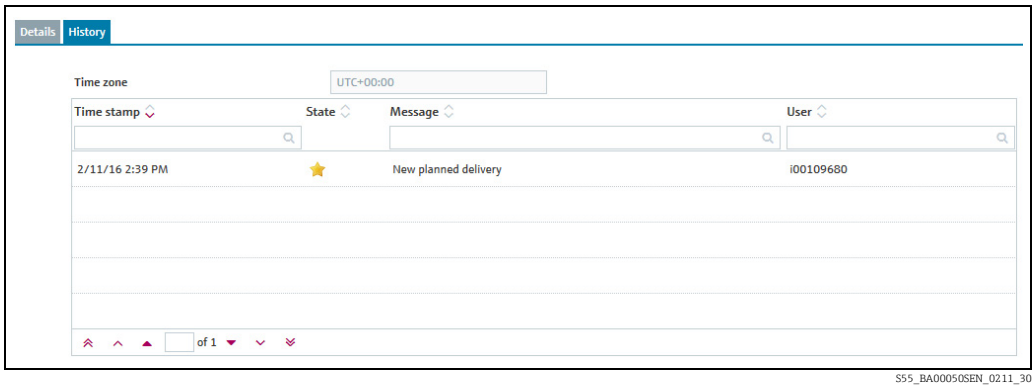
You can process the following statuses with the **Mark as fulfilled** button:
- Missed delivery/disposal (detected)
- Missed delivery/disposal (no measurement)

You can process the following statuses with the **Confirm** button:
- Early delivery/disposal (detected)
- Late delivery/disposal (detected)

9.2.2 Viewing status history

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.

3. In the overview table, select a status that you want to process.
4. In the lower section of the Application window, select the **History** tab. The following tab appears:



S55_BA00050SEN_0211_30

9.3 Planning delivery and disposal – "Scheduling" workplace

Only users with the **Scheduler** user role can plan deliveries for standard tanks and disposals for recycling tanks.

Manual values are displayed in blue color followed by the text **MAN**. The column **Data source** provides information on where the data comes from: measured or manually entered.

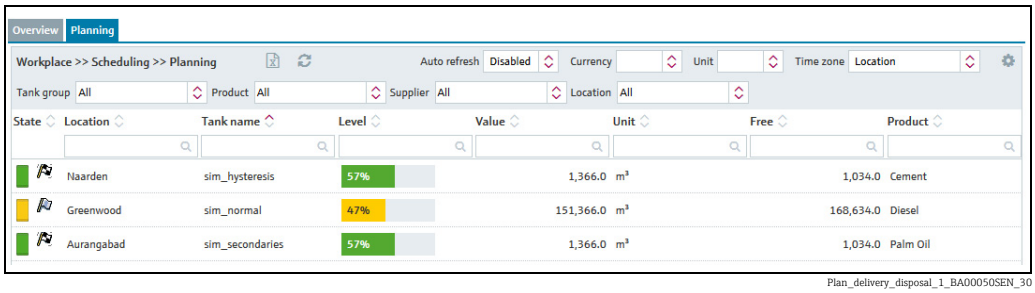
You can plan several deliveries for each standard tank but you can only plan a maximum of one delivery per day. You can plan several disposals for each recycling tank but you can only plan a maximum of one disposal per day.

The time zone of the location of the tank is used as the time zone. The unit of the tank is used as the unit. In the case of mass units and volume units, priority is given to your settings for the **Mass unit** or **Volume unit** fields in the **User preferences** menu item.

If a tank is out of service, this is indicated in the calendar with a bar and the symbol. No deliveries or disposals can be planned for this period.

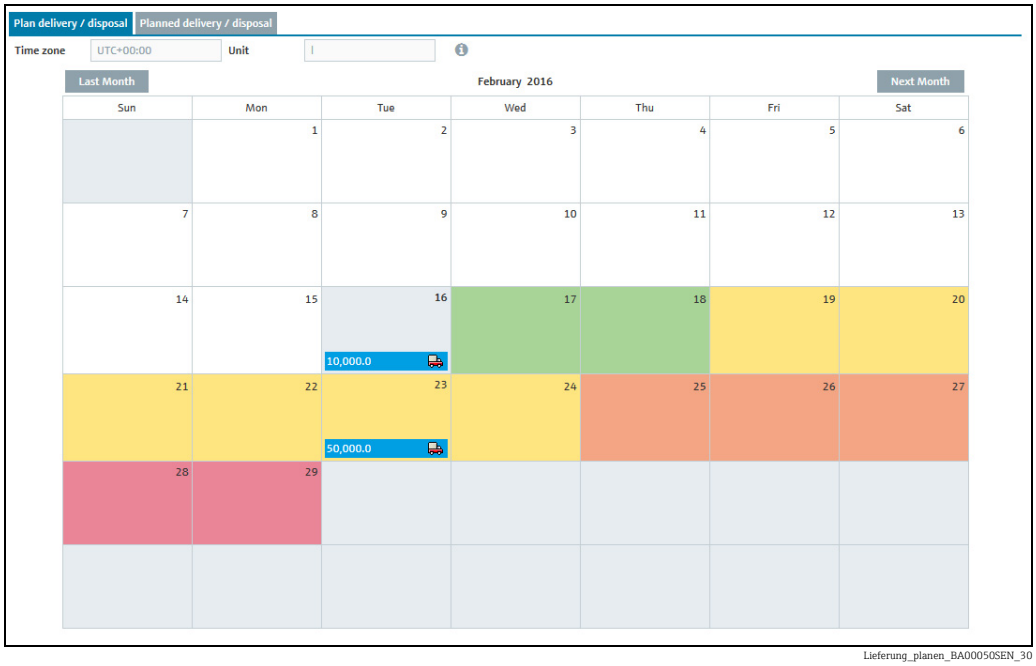
Planned deliveries and disposals are indicated by a delivery van in the calendar and in the **Inventory chart** tab.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab. The following view is displayed in the Application window:



Plan_delivery_disposal_1_BA00050SEN_30

4. In the overview table, click the tank for which you want to plan a disposal or delivery.
5. The following detail view is displayed in the Application window:



Lieferung_planen_BA00050SEN_30

The current date is displayed with a grey background in the calender. Every date in the future has a color background. The color indicates the forecast value for the tank status for that particular date.

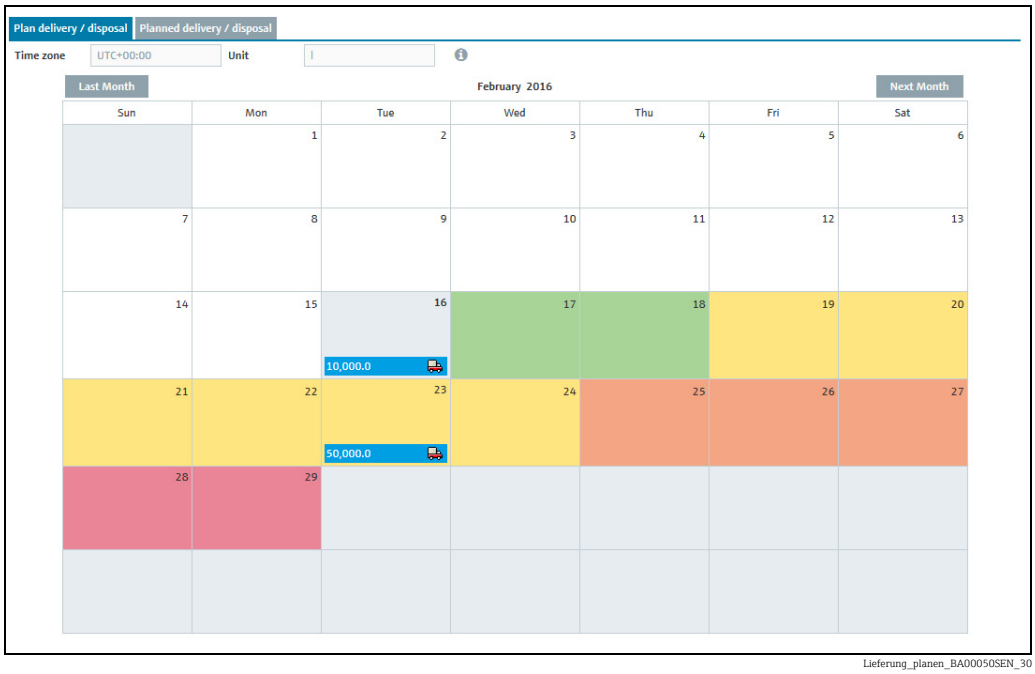
Color	Standard tanks	Recycling tanks
Grey	Current date	Current date
Green	"OK": The forecast value is larger than the plan point	"OK": The forecast value is between 0 and the plan point
Yellow	"Plan point": The forecast value is between the plan point and the ship point	"Plan point": The forecast value is between the plan point and the safety stock
Orange	"Ship point": The forecast value is between the ship point and the safety stock	Not applicable
Red	"Safety stock": The forecast value is below the safety stock	"Safety stock": The forecast value is above the safety stock
White	The date is in the past or the tank/ aggregated tank is out of service	The date is in the past or the tank/ aggregated tank is out of service

Click the button to display the legend. You can move the legend to another location by pointing the cursor at the blue title bar and pressing and holding the left mouse button.

00:00 (midnight) is the time that is used to determine the color or the tank status for the particular date. For example, if the "Ship point" is reached at 4 a.m. (04:00) on May 15, and the "Safety stock" at 8:30 p.m. (20:30), May 15 is given the background color "red" for "Safety stock".

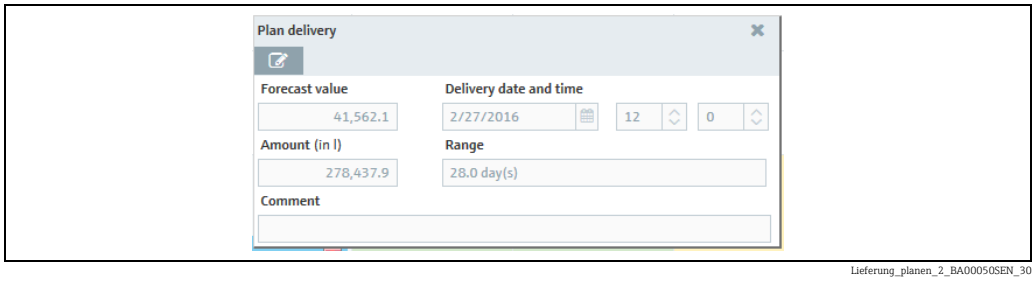
9.3.1 Planning a delivery or disposal

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to plan a delivery or disposal.
5. The following detail view is displayed in the Application window:



Lieferung_planen_BA00050SEN_30

6. Click the **Plan delivery / disposal** tab.
7. In the calendar, where necessary use the **Next month** button to select the month for which you are planning a delivery or disposal.
8. Click the preferred **day**. Before clicking the **day**, a green "x" beside the day indicates whether a delivery or disposal is possible on that day.
9. The **Plan delivery** dialog box appears for standard tanks. The **Plan disposal** dialog box appears for recycling tanks.



Lieferung_planen_2_BA00050SEN_30

10. Click the button.
11. The dialog box appears in the editing mode.

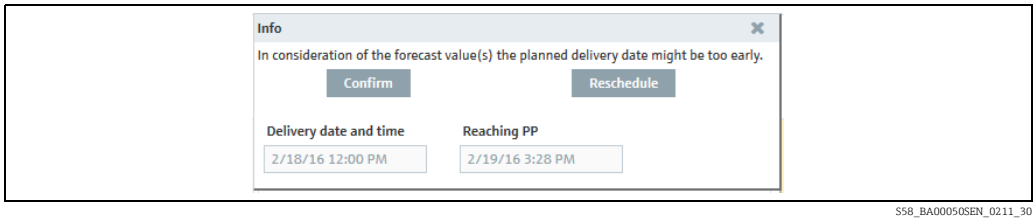
12. You can view and enter the following data here:
    - **Value**: Displays the projected level
    - **Delivery date and time**: The day selected in the calendar is used for the date. The time is predefined.
    - **Amount**: Enter the planned amount.
    - **Range**: This field shows the number of days before the safety stock is reached for the amount entered. In the case of standard tanks, the number of days is calculated from the "Average daily outflow" value. In the case of recycling tanks, the number of days is calculated from the "Average daily inflow" value.
    - **Refresh range**: Via the button, the **Range** field is updated for the amount entered.
    - **Comment**: Enter a comment or note.
13. Click to save your changes. Click to abort the process.
    The system performs a plausibility check when a planned disposal or planned delivery is saved. If the values entered are implausible, a dialog box is displayed. See the "Plausibility check" section below (→ 72).
14. Deliveries and disposals are entered in the calendar with a delivery van icon and the planned amount. The delivery date and time are displayed when you move the cursor over this field.

9.3.2 Plausibility check

The plausibility check only checks the latest planned delivery/disposal.

A plausibility check is only performed if a safety stock (SST) and plan point (PP) have been saved for the tank.

The system performs a plausibility check on which a planned delivery or a planned disposal is saved. The planned date and the planned time are checked with the calculated values for the safety stock (SST) and plan point (PP). If the planned date is before the calculated date when the plan point will be reached, a dialog box is displayed with the message "In consideration of the forecast value(s) the planned delivery/disposal date might be too early". If the planned date is after the date on which the safety stock will be reached, the dialog box "In consideration of the forecast value(s) the planned delivery/disposal date might be too late" is displayed.



S58_BA00050SEN_0211_30

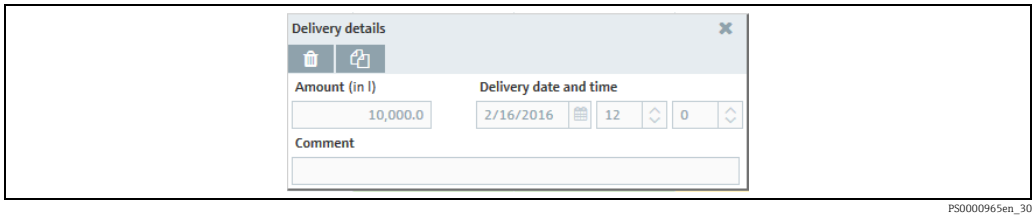
Click the **Confirm** button to confirm the date entered for the delivery/disposal.

Click the **Reschedule** button to correct your entries.
- The **Plan delivery** dialog box appears for standard tanks. The **Plan disposal** dialog box appears for recycling tanks.
- Correct your entries.
- Click to save your changes.

9.3.3 Deleting a delivery or disposal

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the table, click the tank for which you want to delete a delivery or disposal.

5. Click the **Plan delivery / disposal** tab.
6. In the calendar, click the entry that you want to delete.
7. The **Delivery details** dialog box appears for standard tanks. The **Disposal details** dialog box appears for recycling tanks.

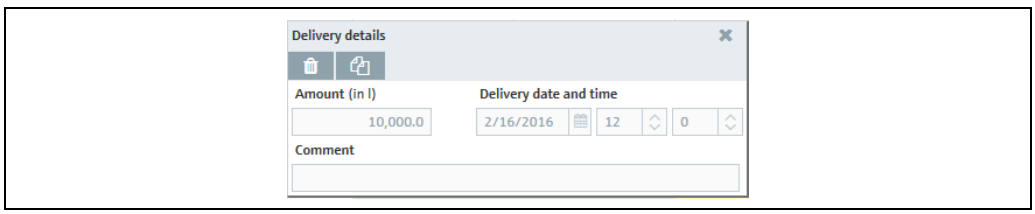


PS0000965en_30

8. Click the button to delete the delivery or disposal.
9. The prompt "Do you really want to delete?" is displayed.
10. Click **OK** to delete the entry. Click **Cancel** to abort the process.

9.4 Copying a delivery or disposal

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to copy a delivery or disposal.
5. Click the **Plan delivery / disposal** tab.
6. In the calendar, click the entry that you want to copy.
7. The **Delivery status** dialog box appears for standard tanks. The **Disposal status** dialog box appears for recycling tanks.

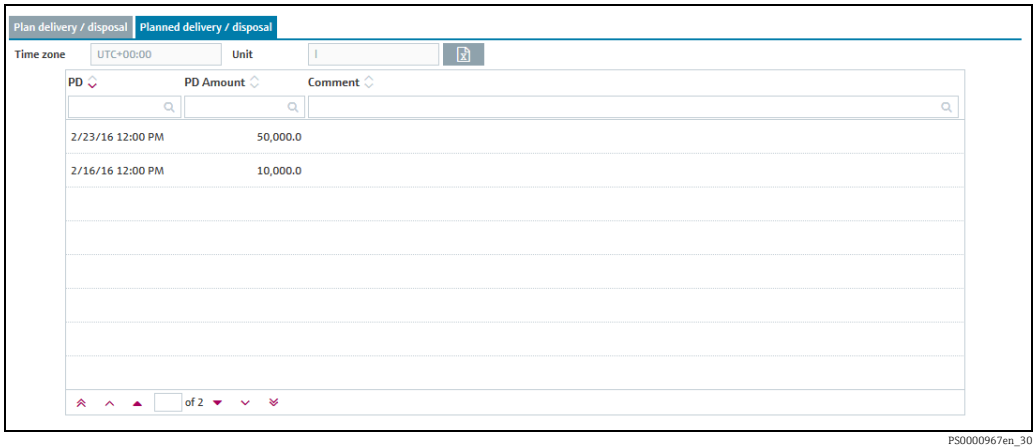


PS0000965en_30

8. Click to copy the entry.
9. The **Copy delivery** dialog box appears for standard tanks. The **Copy disposal** dialog box appears for recycling tanks.
10. Click the button.
11. The dialog box appears in the editing mode.
12. Enter the desired amount in the **Amount** field.
13. For the **Delivery date and time field**, select a new date and time.
14. Enter a comment or a note for the **Comment** field.
15. Click to save your changes. Click to abort the process.
16. Deliveries and disposals are entered in the calendar with a delivery van icon and the planned amount. The delivery date and time are displayed when you move the cursor over this field.

9.4.1 Viewing a planned delivery or disposal and saving as an Excel spreadsheet

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Scheduling** menu item.
3. Click on the **Planning** tab.
4. In the overview table, click the tank for which you want to display the deliveries or disposals.
5. Click the **Planned delivery / disposal** tab.
6. The following detail view is displayed in the Application window:



PS0000967en_30

7. All the deliveries or disposals for the selected tank are listed in the table, with information on the date (**PD** column), amount (**PD amount** column) and a comment.
8. Click the  button to download the table as an Excel spreadsheet

10 Totaling and managing templates – "Totaling" workplace

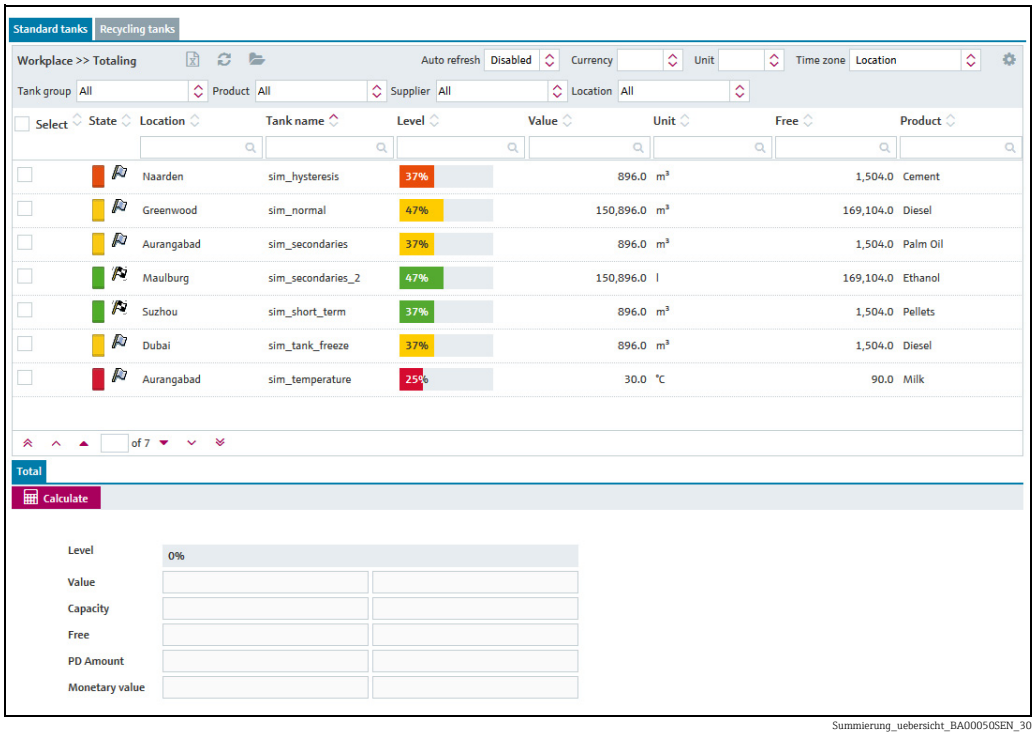
The **Totaling** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.

Manual values are displayed in blue color followed by the text **MAN**. The column **Data source** provides information on where the data comes from: measured or manually entered.

10.1 Totaling

In the **Totaling** menu item, it is possible to add up the values of the **Value**, **Capacity**, **Free** and **PD amount** fields. The totalized **Level** is represented graphically. The values of standard tanks can be totaled in the **Standard tanks** tab and the values of recycling tanks in the **Recycling tanks** tab. Tanks and aggregated tanks can be included in a calculation.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Totaling** menu item.
3. The following view is displayed in the Application window:



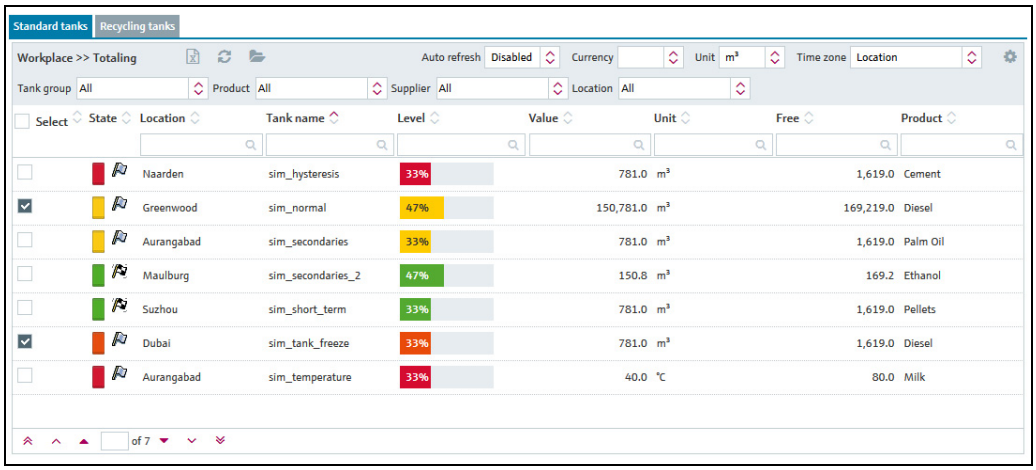
Summierung_uebersicht_BA00050SEN_30

4. In the **Select** table column, enable the check boxes of the tanks that should be totaled.

At least one tank must be selected for the calculation.

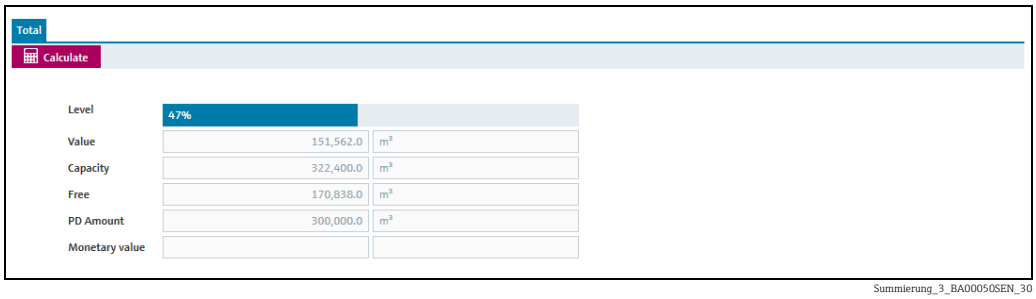
Only tanks with the same unit can be totalized.

Activating the check box in the **Select** column header selects all the tanks in the table, while deactivating the check box disables all the tanks.



Summierung_2_BA00050SEN_30

5. Select the unit of the selected tanks in the **Unit** field.
6. Click the **Calculate** button.
7. The following detail view is displayed in the Application window:



Summierung_3_BA00050SEN_30

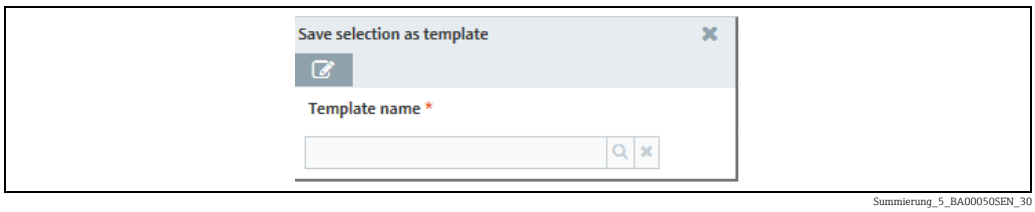
You must press the **Calculate** button a second time to incorporate any changes to the selection which are made after the calculation has been performed. If you do not, the following message is displayed beside the **Calculate** button: "You have changed the selection. Please recalculate."

Clicking the button deactivates any activated check boxes and deletes the calculated values in the detail view. However, anything selected via the picklists of the various fields in the table header is retained.

10.2 Saving a selection as a template

The choice of tanks or aggregated tanks can be saved as a template.

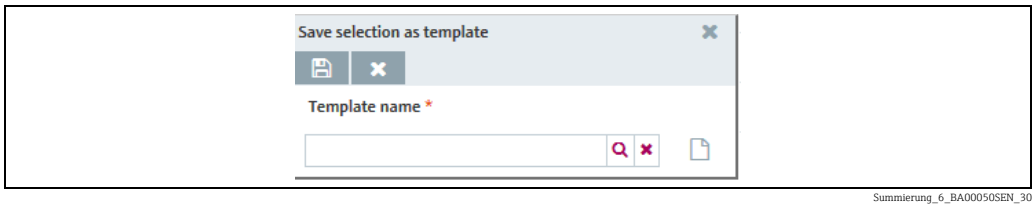
1. Click the **Workplace** menu in the Navigation window.
2. Click the **Totaling** menu item.
3. In the **Select** table column, select the check boxes of the tanks that should be totaled.
4. Select the unit of the selected tanks in the **Unit** field.
5. Click the **Calculate** button.
6. The **Save** button appears in the header of the table.
7. Click the **Save** button.
8. The **Save selection as template** dialog box appears on the display:



Summierung_5_BA00050SEN_30

The and buttons do not appear in the dialog box when you create the first template.

9. Click the button.
10. The dialog box appears in the editing mode.



Summierung_6_BA00050SEN_30

You have two options: you can either create a new template or overwrite an existing template.

10.2.1 Creating a new template

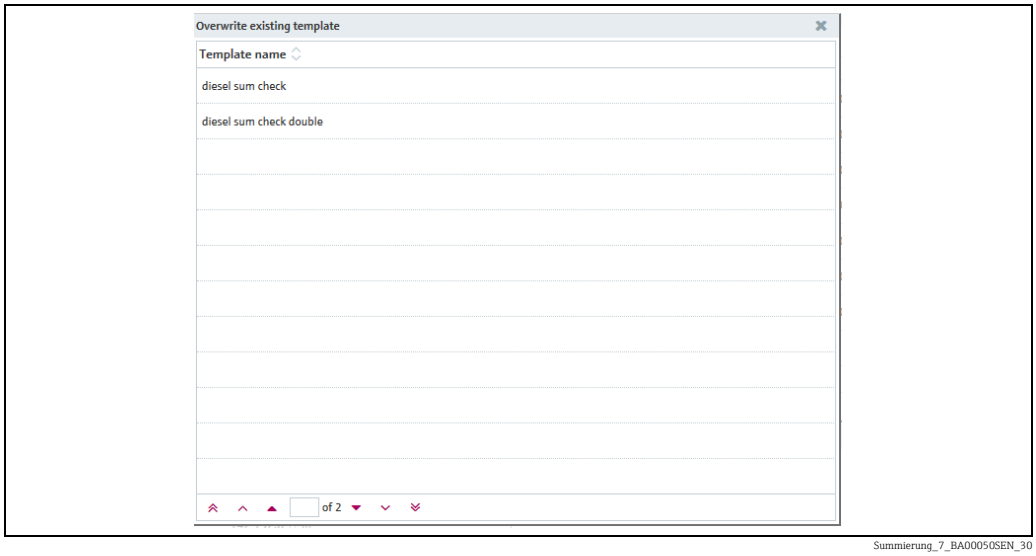
1. Perform all the steps specified in Chapter "Saving a selection as a template" (→ 77).
2. In the **Save selection as template** dialog box, click the button.

The button does not appear in the dialog box when you create the first template.

3. Enter a template name. The template name can have a maximum of 64 characters.
4. Click to save your changes. Click to abort the process.

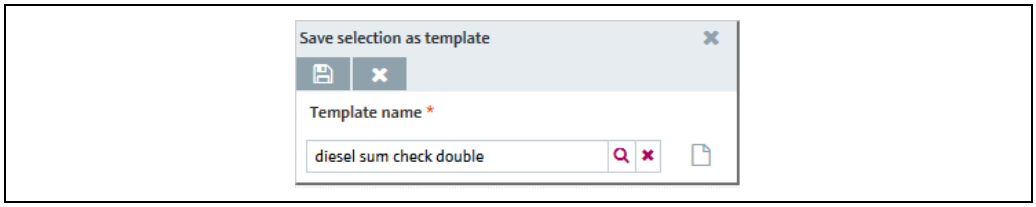
10.2.2 Overwriting an existing template

1. Perform all the steps specified in Chapter "Saving a selection as a template" (→ 77).
2. Click the button.
3. The **Overwrite existing template** dialog box is displayed:



Summierung_7_BA00050SEN_30

4. In the overview table, click the template you wish to overwrite.
5. The template is displayed in the **Save selection as template** window.



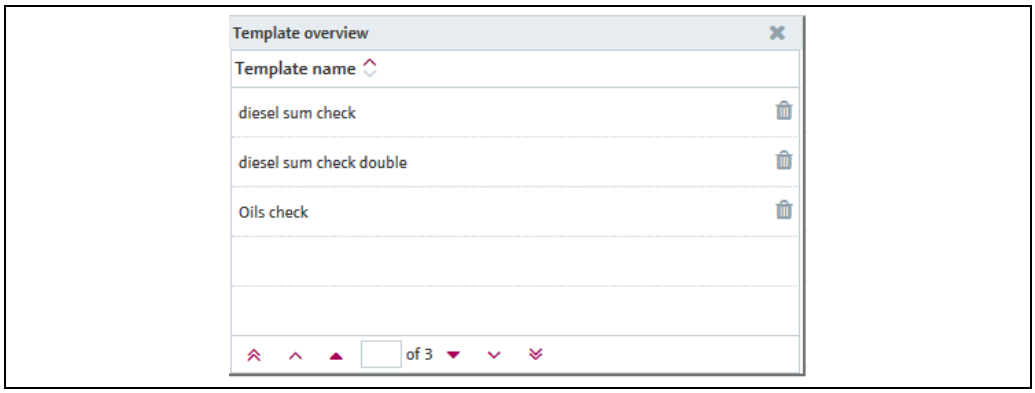
Workplace_totaling_7_BA00050SEN

6. If you want to undo your selection, click the button, then click the button and select another template.
7. Click the button if you want to save the selection. Click the button if you want to abort the process.

A tank is deleted from a template automatically if the tank is deleted or if the tank is no longer part of the tank group that was assigned to a user.

10.3 Selecting or deleting templates

1. Click the **Open** button in the overview.
2. The **Template overview** window is displayed:



Summierung_10_BA00050SEN_30

3. If you want to select a template, click the corresponding row in the table. If you want to delete a template, click the button in the corresponding row and then click **OK** in the **Confirm deletion** window.

10.4 Creating an Ad hoc Reconciliation Report

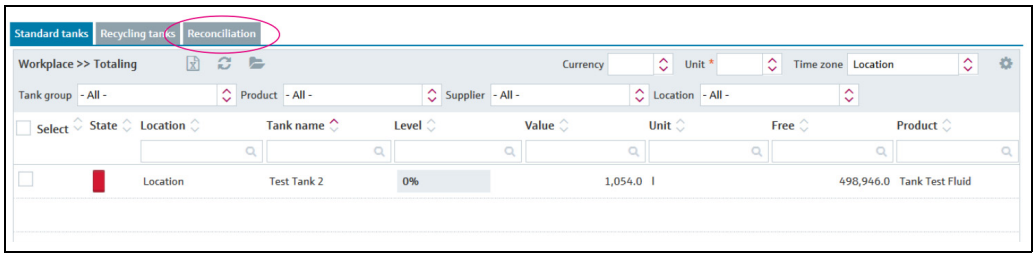
The Reconciliation report offers the opportunity to create reports that display the inventory development in one or more tanks very accurately.
The enhanced accuracy compared to sole level measurement is achieved by adding measurement values from flow meters for inflow to a tank (Input) and the discharge from a tank (Output) to the measurement process.
The Reconciliation report relates these 3 values and balances them against each other, and thus makes inconsistencies visible.

The values of the Reconciliation report are more accurate than those delivered by the measurements in the "Analysis" workplace. For this reason, the Reconciliation report values may differ slightly from those in the "Analysis" workplace.

There are several ways to create a Reconciliation report.
- Ad hoc upon request of a SupplyCare user
- Regularly, based on variably definable time intervals → 154

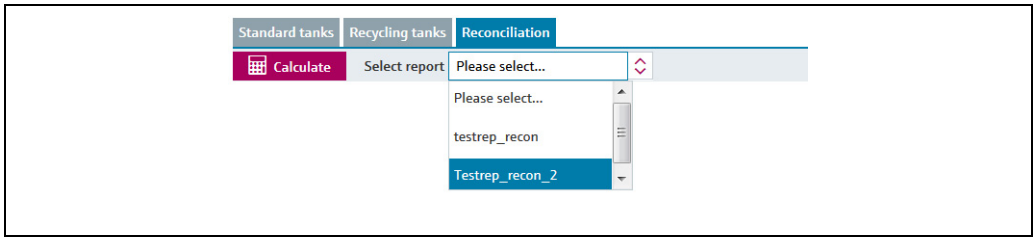
To create an **Ad hoc Reconciliation Report**, there must have been at least one report created and configured before. Creating a report: → 154.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Totaling** menu item.
3. Select the **Reconciliation** tab:



Rep_Recoadhoc_1_BA00050SEN_31

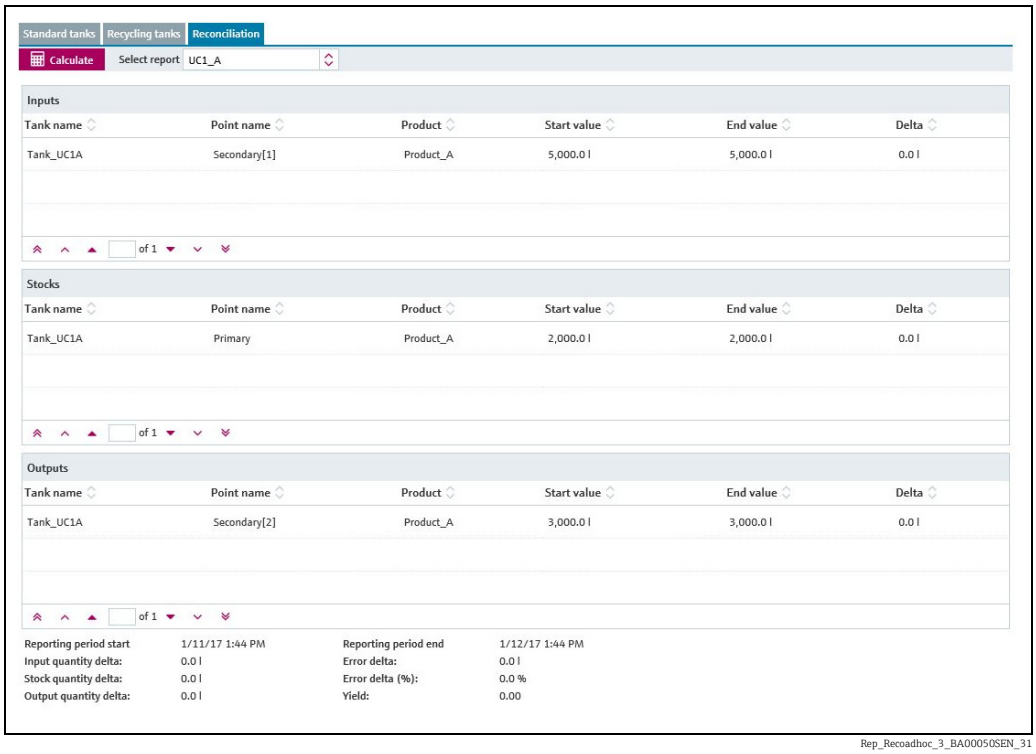
4. Select a report and click the **Calculate** button.



Rep_Recoadhoc_2_BA00050SEN_31

You cannot change the report's configuration here. If you want to alter a report or create a new one, click the **Configuration** menue in the navigation window and select the menue point **Report** → 154.

Example Ad hoc Reconciliation Report:



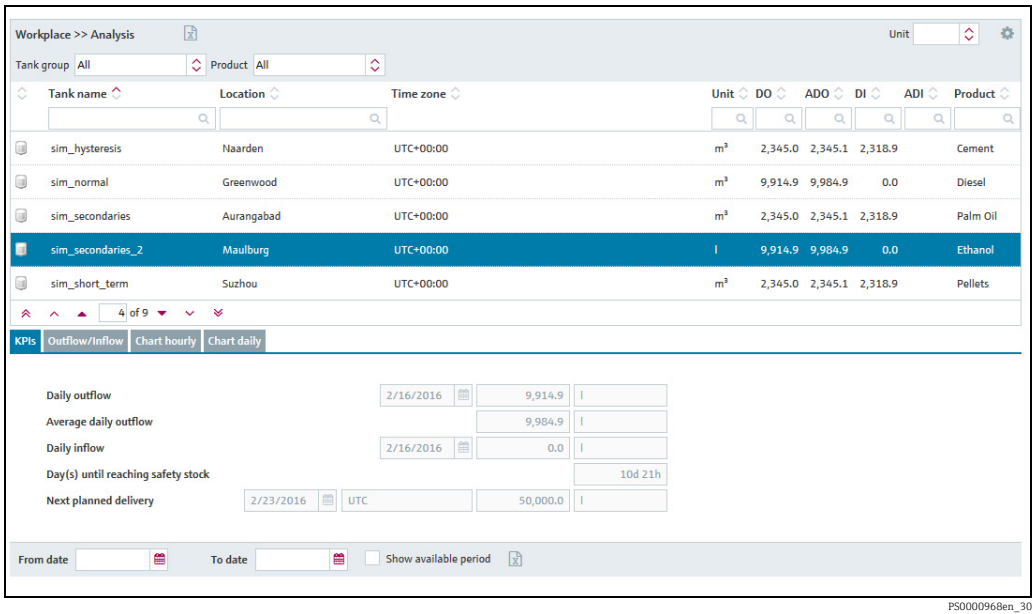
Rep_Recoadhoc_3_BA00050SEN_31

11 Viewing analysis data – "Analysis" workplace

The **Tank** menu item is available to people with **Scheduler** or **Operator** configured as their user role.

This menu item allows you to view important indicators for the inflow and outflow of the individual tanks as data and charts. You can use these data and charts to analyze past cycle patterns and use them as the basis for future planning. You can export all the information to an Excel spreadsheet. In addition, it is also possible to print out the charts.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Analysis** menu item. A list of the tanks assigned to you is displayed.



PS0000968en_30

3. In the table, click the tank whose analysis data you want to view.
4. You can choose the following tabs in the lower part of the application window: KPIs, Outflow/Inflow, Chart hourly and Chart daily.

11.1 "Analysis" overview table

Pressing the button in the table header in the overview opens a context menu. Via this context menu, you can show, hide and move table columns.

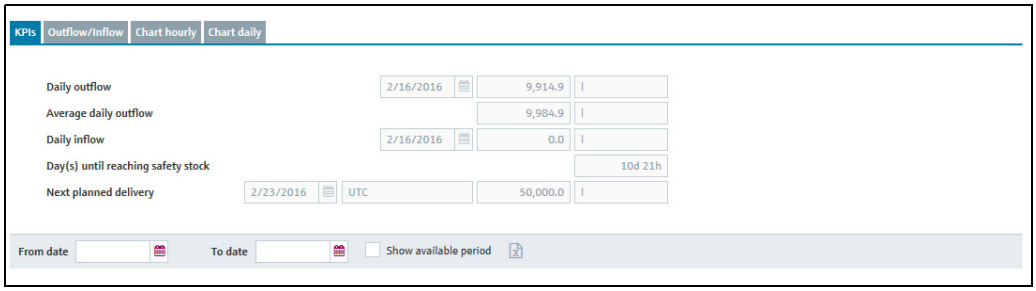
The following columns are available for the overview table

Columns	Description
Location	Indicates the tank location. The location is the name of the location. The name is selected in the **Configuration** menu in menu item **Tank**, field **Location**. The location is specified in the **Location** menu item.
Tank name	Indicates the tank name. The tank name is entered in the **Tank name** field (path: Configuration → Tank → Tank details → Tank name).
Unit	Indicates the unit. The unit for the primary value is specified via the **Unit** field in the **Tank details** tab. In the case of mass units and volume units, priority is given to your settings for the **Mass unit** or **Volume unit** fields in the **User preferences** menu item.
Time zone	Time zone of time stamp. The time zone of the location is used.

Columns	Description
DO (daily outflow)	Displays the daily outflow last calculated.
ADO (average daily outflow)	Displays the value for "Average daily outflow". The value is calculated with the average quantity per day. The calculated average quantity is based on the configured "Forecast based on" value. This field is empty for recycling tanks.
DI (daily inflow)	Displays the daily inflow last calculated.
ADI (average daily inflow)	Displays the value for "Average daily inflow". The value is calculated with the average quantity per day. The calculated average quantity is based on the configured "Forecast based on" value. This field is empty for standard tanks.
Product	Indicates the product in the tank.

11.2 KPIs (key performance indicators)

The tab displays important indicators for the inflow and outflow of the selected tank.



PS0000970en_30

The **Daily outflow** and **Daily inflow** fields display the values last calculated.

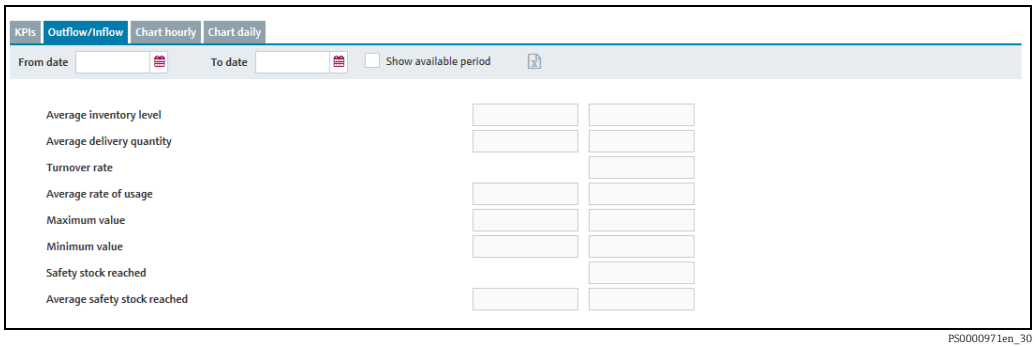
Additional information is displayed if you enter a period for the **From date** and **To date** fields or enable the **Show available period** check box.

Description of fields

Field	Description
Daily outflow	Displays the calculated daily outflow for the date entered.
Average daily outflow/ average daily inflow	▪ Standard tanks: Average daily outflow ▪ Recycling tanks: Average daily inflow The values are calculated with the average quantity per day. The calculated average quantity is based on the configured "Forecast based on" value.
Daily inflow	Displays the daily inflow for the date entered.
Days until the safety stock is reached	Indicates the estimated number of days remaining until the safety stock is reached. The value is calculated with the average quantity per day. ▪ If "Safety stock" has been disabled or if the value is "0", the **Days until the safety stock is reached** field is empty.
Next planned delivery/ Next planned disposal	▪ Standard tanks: Displays the next planned delivery ▪ Recycling tanks: Displays the next planned disposal
Total outflow	Displays the total outflow for the period entered.
Total inflow	Displays the total inflow for the period entered.
Number of deliveries/ Number of disposals	▪ Standard tanks: Displays the number of deliveries made for the period entered. ▪ Recycling tanks: Displays the number of disposals made for the period entered.
Frequency of deliveries/ Frequency of disposals	▪ Standard tanks: Average interval between two deliveries for the period entered. ▪ Recycling tanks: Average interval between two disposals for the period entered.

11.3 Outflow/Inflow

The tab displays important indicators for the inflow and outflow of the selected tank.



PS0000971en_30

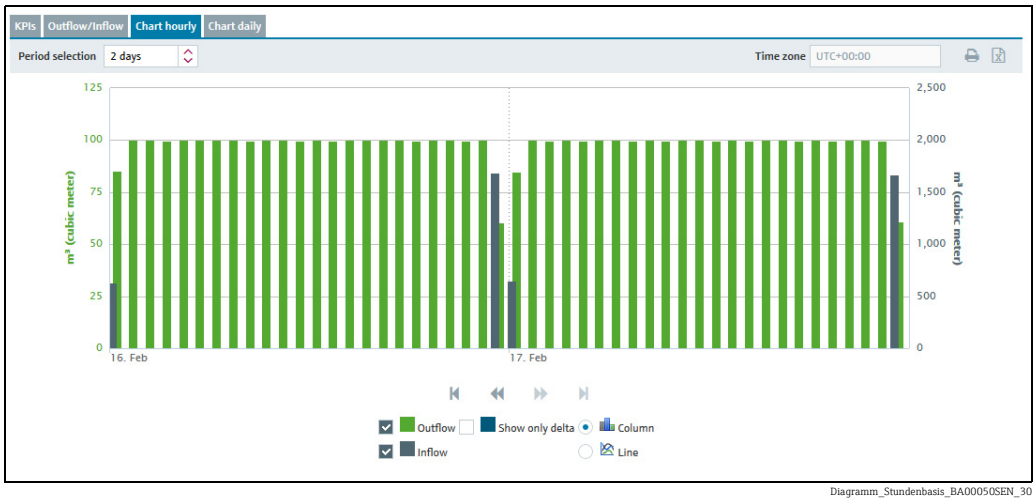
Using the **From date** and **To date** fields, you can enter a period for which you want to analyze the values. If you enable the **Show available period** check box all the saved values will be analyzed.

Description of fields

Field	Description
Average inventory level	Displays the average amount for the period entered.
Average delivery quantity/ Average disposal quantity	▪ Standard tanks: Displays the average delivery quantity for the period entered. ▪ Recycling tanks: Displays the average disposal quantity for the period entered. To ensure that fluctuating changes in the level do not falsify the result, the value entered for the **Hysteresis** field is factored into the calculation.
Turnover rate	Displays the turnover rate for the period entered. ▪ Calculation for standard tanks: Total outflow/Average inventory level ▪ Calculation for recycling tanks: Total inflow/Average inventory level
Average rate of usage	Displays the average rate of usage for the period entered. ▪ Calculation for standard tanks: (Average inventory level / Optimum) * 100 If "Optimum" has been disabled or if the value is "0", the system calculates with the capacity entered. ▪ Calculation for recycling tanks: (Average inventory level / Safety stock) * 100 If "Safety stock" has been disabled, the system calculates with the capacity entered.
Maximum value	Maximum value for the period entered.
Minimum value	Minimum value for the period entered.
Safety stock reached	Number of times the safety stock has been undershot in the case of standard tanks and exceeded in the case of recycling tanks for the period entered. ▪ Valuation for standard tanks: Measured value < value entered for safety stock ▪ Calculation for recycling tanks: Measured value > value entered for safety stock ▪ All measured values within the set hysteresis are not counted (→ 100). ▪ If "Safety stock" has been disabled, the **Safety stock reached** field is empty. ▪ If the value for "Safety stock" is "0", the **Safety stock reached** field is "0".
Average safety stock reached	Standard tanks: Average value by which the safety stock was undershot for the period entered. Recycling tanks: Average value by which the safety stock was exceeded for the period entered. If "Safety stock" has been disabled, the **Average safety stock reached** field is empty. If the value for "Safety stock" is "0", the **Average safety stock reached** field is "0".

11.4 Chart hourly

This chart shows the outflow, inflow or the difference between the inflow and outflow for the period selected, depending on the option selected.



Diagramm_Stundenbasis_BA00050SEN_30

Select the period of time for **Chart hourly** via the **Period selection** field. You can select a period of 1, 2, 3, 4, 5, 6 or 7 days.

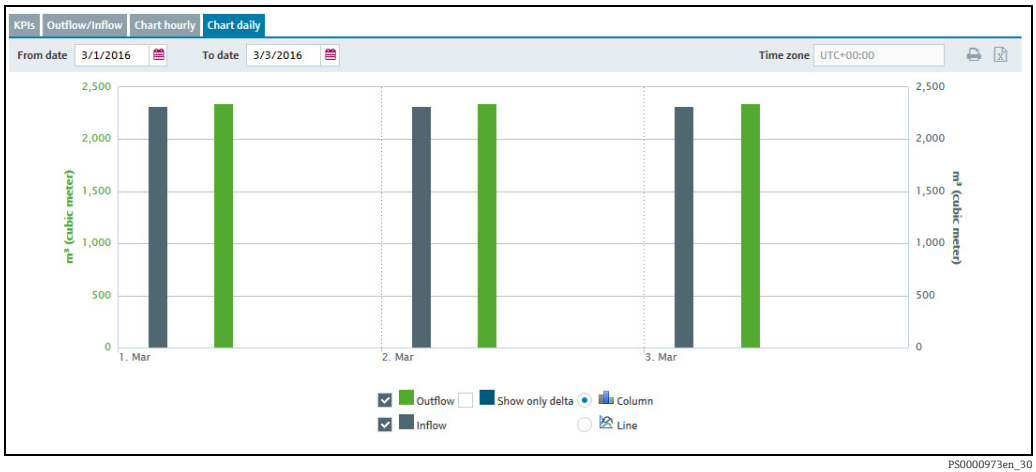
Select the type of chart via the **Column** or **Line** buttons.

If you move the cursor over a graph in the chart, a window appears with the name of the graph, the specific measured value and the time stamp.

It takes 48 hours after the measuring point concerned has been added until the charts are available and reliable.

11.5 Chart daily

This chart shows the outflow, inflow or the difference between the inflow and outflow for the period entered, depending on the option selected.



PS0000973en_30

Using the **From date** and **To date** fields, specify a period for **Chart daily**.

Select the type of chart via the **Column** or **Line** buttons.

If you move the cursor over a graph in the chart, a window appears with the name of the graph, the specific measured value and the time stamp.

It takes 48 hours after the measuring point concerned has been added until the charts are available and reliable.

12 Viewing tank locations on the map – "Map" workplace

The **Map** menu item is available to people with **Read only**, **Scheduler** or **Operator** configured as their user role.

Manual values are displayed in blue color followed by the text **MAN**.

You can use this menu item to get an overview of the locations of the individual tanks on Google Maps. The tanks can be filtered by tank group, product, supplier and location. You can call up detailed information on every tank, such as value, plan delivery or disposal.

Only the **Logistics** version of SupplyCare Enterprise software for Endress+Hauser's end customers includes an access to Google Maps service. Endress+Hauser voluntarily provides this service on the base of a dedicated Google OEM ID licensed to Endress+Hauser by Google together with the right to allow Endress+Hauser's customers to access to Google Maps service in conjunction with the software version "SupplyCare Enterprise Logistics". For purposes of testing of and familiarizing with Google Maps, Endress+Hauser provides its customers with Endress+Hauser's Google ID upon request.

Today customers may moderately use the Google Maps Service at no extra cost, but Google has restricted the possible number of sessions to Google Maps service under Endress+Hauser's Google ID. Topping such maximum number sessions to Google Maps under Endress+Hauser's Google ID may lead to a sudden shut down of Google Maps service for Endress+Hauser's Google ID users. Any questions in this regard may be addressed to your local Endress+Hauser sales office.

Endress+Hauser reserves the right to extend, restrict or deny further usage of Endress+Hauser's Google Maps ID depending on an actually occurring mass of usage. Endress+Hauser is by no means obligated or required to neither extend nor grant any usage of its Google Maps OEM license to any third party or Customer not having signed the SupplyCare Enterprise license agreement with Endress+Hauser.

In order to register for using the Google Maps service under Endress+Hauser's Google ID (within the above terms) follow these steps:

1. Send an e-mail to **inventory.pcm@endress.com** with the subject: **SupplyCare Enterprise Google Maps registration**.
2. In the e-mail body write down (or copy) the following:

Dear Endress+Hauser IMS Team,

we would like to register our SupplyCare Enterprise (**Logistics** version) for the usage of the Google Maps option within the Endress+Hauser Google Maps ID according to the Terms and Conditions in the SupplyCare Enterprise license agreement.

Customer: **YOUR COMPANY NAME**
E-mail address for contact: **YOUR_EMAIL@MY_COMPANY.COM**
SupplyCare Enterprise Serial No: **XXXXXXXXXXX**
SupplyCare Enterprise Server/PC URL (domain name) in your network: **192.168.1.1**

Thank you

YOUR NAME

Please note that the Serial Number for your SupplyCare can be found on the back of your DVD case on a sticker (Ser. no.). Also, the domain name or IP address can be as an example:
http://myintranet
or
http://192.168.1.1

Our support team will process your request as soon as the information is verified.

Please note that the registration process is a one time action and can take some working days as the process has to be accepted by Google.

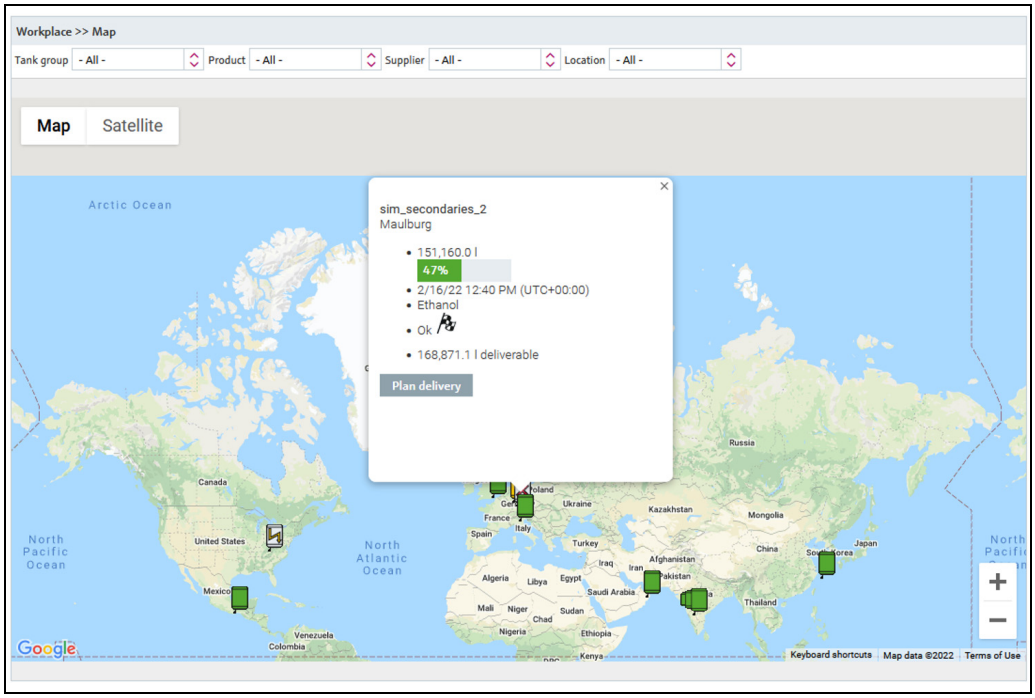
Any questions in regard of how to use the client ID may be addressed to your local Endress+Hauser sales office.

12.1 Viewing a map and associated information

The following conditions must be met to display a tank or an aggregated tank on the map:

- The tank or aggregated tank must be assigned to a specific location. The user must have the geographical coordinates (degree latitude and longitude) of the location. → 124
- The tank or aggregated tank must be assigned to a tank group.

1. Click the **Workplace** menu in the Navigation window.
2. Click the **Map** menu item. A map with an overview of the tank locations is displayed.

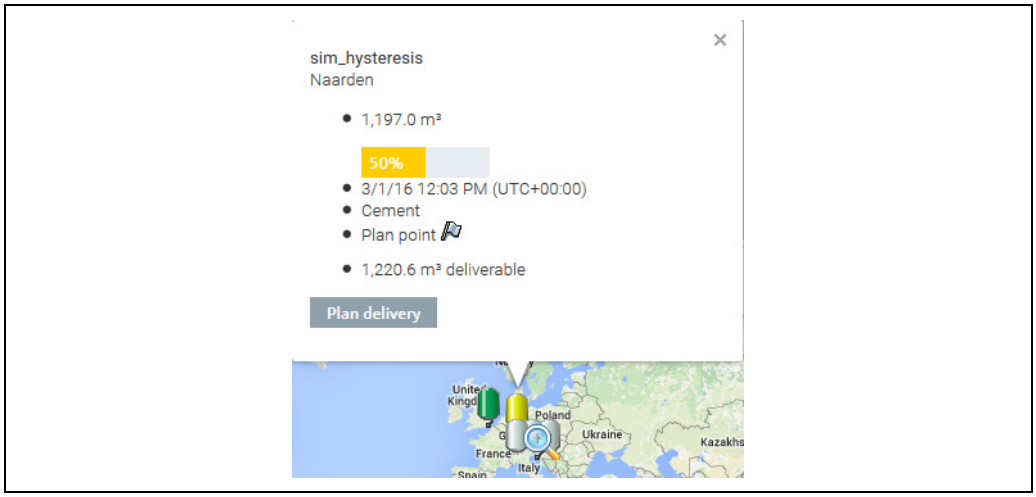


S67_BA00050SEN_0211_30

- The map view is automatically adapted to the filter criteria so that you see all the tanks for the locations in question.
- If no tanks are found for the filter criteria, the message "No tanks found!" is displayed. The filter criteria are reset to the values previously used.

12.2 Tank details

1. If you click a tank on the map, this opens up a window containing more detailed information.
2. The following data are displayed for the tank:



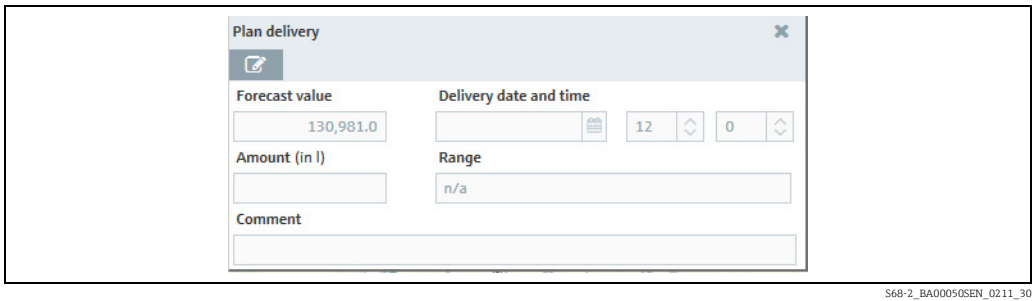
Karte_Tankdetails_BA00050SEN_30

- Scroll icons if there are several tanks in one location.
- Tank name along with the number and total quantity of tanks if there are several tanks in one location.
- Location. If there are GPS data available for this tank, the addendum **GPS Data** is displayed additionally to the tank's name.
- Value and unit
- Time stamp and time zone
- Product
- Status of the tank with the symbol for the event.
- Amount and unit, deliverable (for standard tanks) or recyclable (for recycling tanks) if a disposal or delivery is not planned.
  PD amount and unit as well as PD (date and time of delivery/disposal) if a delivery or disposal is planned.
- **Plan delivery** or **Plan disposal** button.

3. To close the window, click the **Close** icon on the top right.

12.3 Planning a disposal or delivery

1. Click the **Plan delivery** or **Plan disposal** button in the window with the tank details.
2. The **Plan delivery** or **Plan disposal** dialog box appears:



S68-2_BA00050SEN_0211_30

3. Click the button.
4. Select the **Date** for the planned delivery/disposal in the calendar, or enter the date manually.
5. The **Value**, **Amount** and **Range** fields are computed automatically.
   These fields are recomputed if you change the date.
6. You can update the range, enter a comment and save or reject the changes for the amount entered (→ 71).

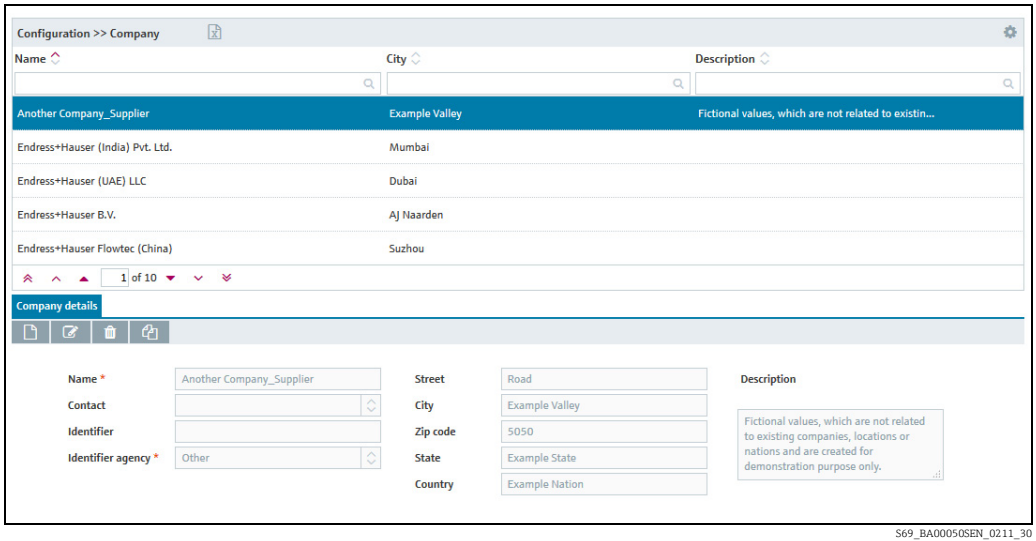
13 Managing master data

13.1 Managing companies

Only people whose user role is configured as **Master data** can create, change and delete companies.

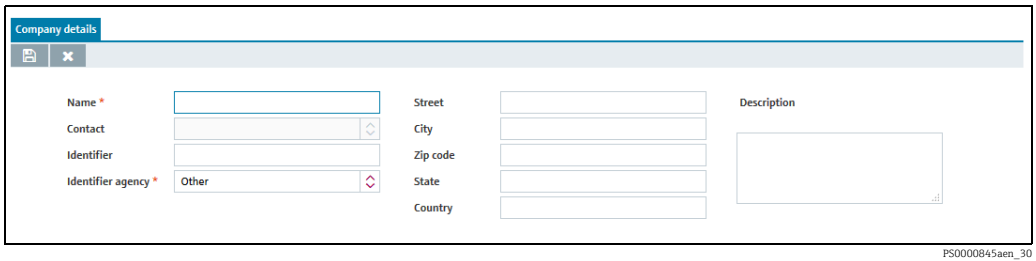
13.1.1 Creating a company

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Company** menu item.
3. The following detail view is displayed in the Application window:



S69_BA00050SEN_0211_30

4. Click the  button on the **Company details** tab.
5. The tab is displayed in the edit mode.



PS0000845aen_30

6. Here, you can enter company data such as:

- **Name** (obligatory): Name of the company
- **Contact**: Select a contact person from the picklist.
  The contact person has to have been added beforehand using the **User** menu item and assigned to the **Company**.
- **Identifier**: Company ID to be used in the CIDX reports
- **Identifier agency**: Selection of organization responsible for managing the identifier for the companies. The selection complies with the CIDX standard. The identifier agency is required to create CIDX reports.
- **Street**
- **City**

- **Zipcode**
- **State**
- **Country**
- **Description**: You can enter a multiline description here.

7. Click to save your entries. Click to abort the process.

13.1.2 Changing a company

For details → 29.

13.1.3 Deleting a company

For details → 31.

A company can only be deleted if no more users are assigned to this company. If you still want to delete the company, you first have to delete the users assigned to this company. The button is only displayed for a company which can be deleted.

13.1.4 Copying a company

For details → 32.

13.2 Managing users

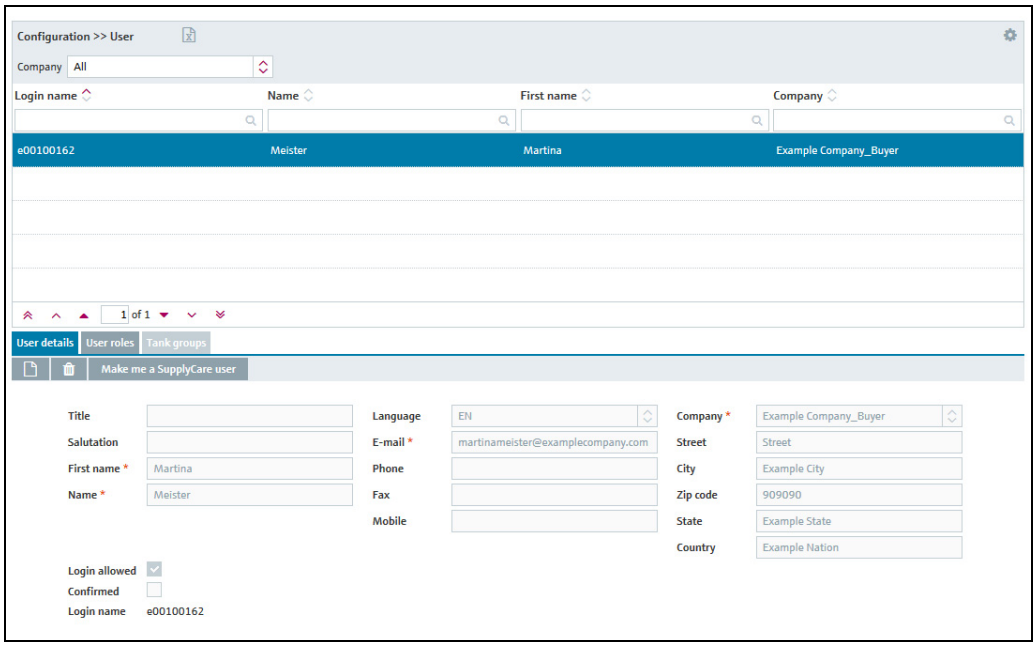
A user always belongs to a company. It is therefore necessary to create the company first (→ 90).

Only people whose user role is configured as **Master data** can create, change and delete users.

If the user role of a user is changed, the change only becomes effective after logging out and logging in again.

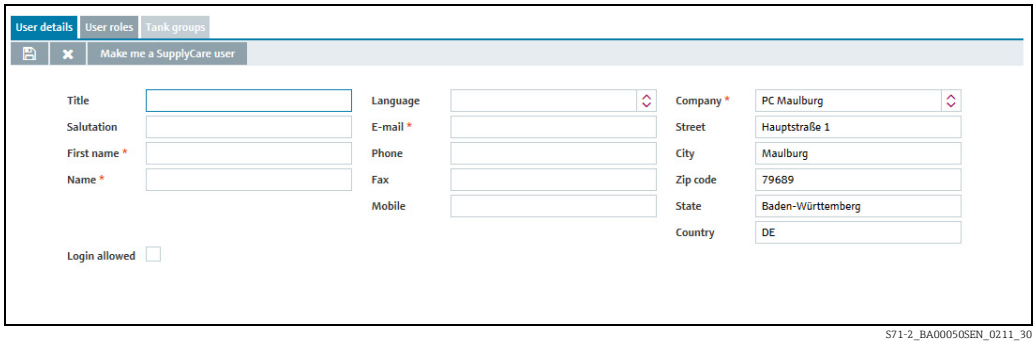
13.2.1 Creating a user

1. Click the **Configuration** menu in the Navigation window.
2. Click the **User** menu item.
3. The following detailed view appears in the Application window:



Benutzerdetails_BA00050SEN_30

4. In the application window, select the **User details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



S71-2_BA00050SEN_0211_30

7. Here, you can enter data on the user such as:

- **Title**
- **Salutation**
- **First name** (obligatory)
- **Surname** (obligatory): Surname of user
- **Login allowed**: If the **Login allowed** check box is activated, the fields **Login Name**, **Password** and **Password confirmed** are displayed.
  Once the **Login allowed** has been deactivated, the fields **Login Name**, **Password** and **Confirm Password** are no longer displayed.
  Users, for whom the **Login allowed** check box has not been activated, have no login authorization and do not received notification e-mails.
- **Password**: password the user has to enter the first time he/she logs in
- **Confirm password**
- **Language**
- **E-Mail** (obligatory)
- **Phone**
- **Fax**
- **Mobile**

- **Company** (obligatory): The company is automatically pre-populated.
- **Street**
- **City**
- **Zipcode**
- **State**
- **Country**

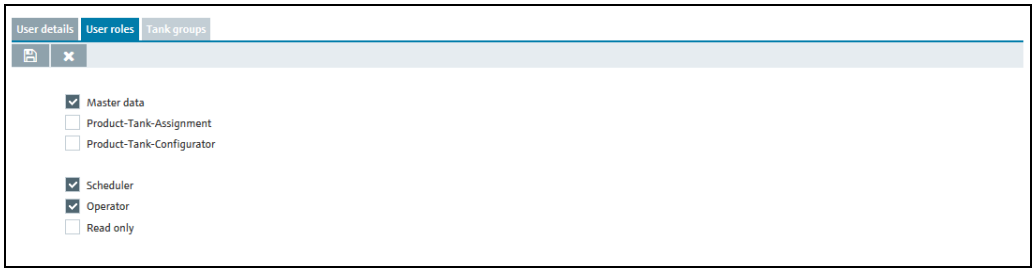
8. Click to save your entries. Click to abort the process.
9. Select the **User roles** tab to assign a role to the user.
→ 93
10. Select the **Tank groups** tab to assign a tank group to the user.
→ 94

13.2.2 Assigning user roles and setting up alarms via e-mail

One or more user roles can be assigned to a user in the **User roles** tab. The user receives different authorizations depending on the user role (→ 18, → 224). User with the user role **System administrator** can also specify whether the user should receive alarms via e-mail.

The user roles **System administrator** and **Local system administrator** are only visible for users with the user role **System administrator**.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **User** menu item.
3. Select the **User roles** tab.
4. Click the button.
5. The tab is displayed in the edit mode.



Konfiguration_Benutzer_Rollen_BA00050EN_30

6. Activate the appropriate **check box** to assign the user a user role. You can assign multiple user roles to a user at the same time.
7. Once the **System administrator** or **Local system administrator** user role has been activated, the **Alarm notification via E-mail** check box is also displayed. If this check box is activated, an e-mail is sent to the system administrator if an alarm occurs (→ 184).
8. Click to save your entries. Click to abort the process.

13.2.3 Changing a user

For details → 29.

13.2.4 Deleting a user

For details → 31.

A user can only be deleted if he or she is not assigned to any tank group or any company as a contact person. The user must not be logged in. The tank group assignment can be canceled in the **Tank groups** tab. The company assignment can be canceled in the **Company** menu item. The symbol is only displayed for a user who can be deleted.

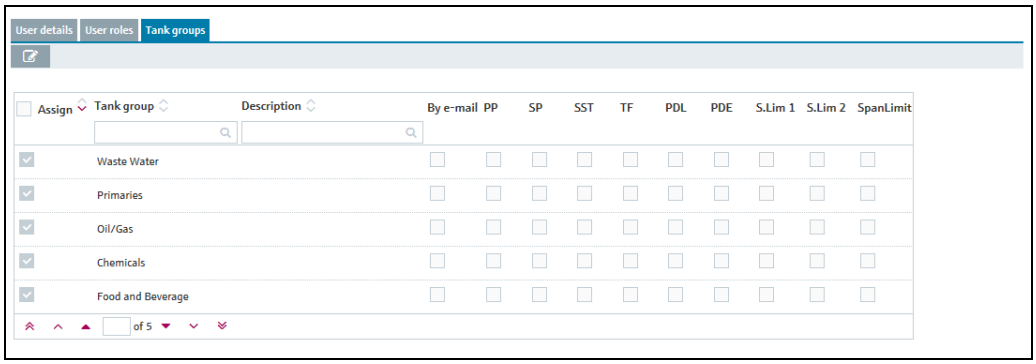
13.2.5 Copying a user

For details → 32.

13.2.6 Assigning tank groups to a user and setting up notifications for tank events

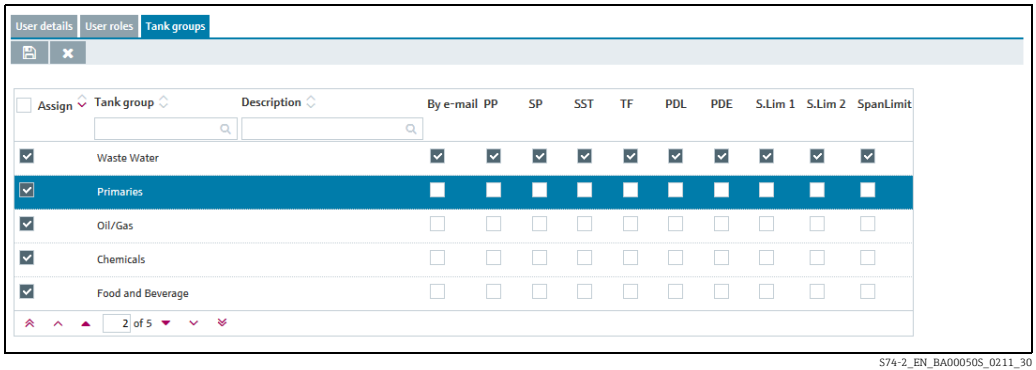
You can assign one or more tank groups to the user using the **Tank groups** tab. On this tab you can also specify the tank events which the user should be informed about.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **User** menu item.
3. In the table, click the user whose assignment you want to edit.
4. Select the **Tank groups** tab.



S74_EN_BA00050S_0211_30

5. Click the button.
6. The tab is displayed in the edit mode.



S74-2_EN_BA00050S_0211_30

7. Activating the **check box** in the **Assign** column assigns a tank group to the user. Deactivate the **check box** to undo the assignment. The assigned tank groups are listed in the "Workplace - Tank" view.

8. Activate the **By E-Mail** check box if you want the user to also be informed about tank events by e-mail. The e-mail connection must be set up for SupplyCare before the user can be notified by mail (→ 184).
9. Enable the check boxes corresponding to the events for which the user should receive notification.

   ▪**PP** (plan point)
   ▪**SP** (ship point)
   ▪**SST** (safety stock)
   ▪**TF/OF** (Tank freeze/object freeze): comprises all the information regarding tank freeze/object freeze events
   ▪**PDL** (planned delivery/disposal loop): comprises all the new deliveries/disposals which have been planned or deleted
   ▪**PDE** (planned delivery/disposal events): comprises all the early, late, missed and completed deliveries/disposals
   ▪**S.Lim1/S.Lim2** (Secondary Limit 1/2)
10. Activate the **PDL** (planned delivery/disposal loop) and **PDE** (planned delivery/disposal events) check boxes for the deliveries/disposals for which the user should receive notification.
11. Click  to save your entries. Click  to abort the process.

13.3 Managing tanks

Only people whose user role is configured as **Master data** can create, change and delete tanks.

Depending on your configuration, **Objects** or **Silos** are displayed instead of **Tanks**. For more information refer to → 163.

13.3.1 Creating a tank

There are several ways to create a tank in SupplyCare: you can use the Tank setup wizard or the tabs in the **Configuration** menu, **Tank** menu item.

By using the Tank setup wizard you can easily select the tank settings for a new tank: the basic settings **Tank name**, **Capacity**, **Planning type** and **Tank group** and other optional tank settings. The settings can be changed subsequently via the tabs mentioned above.

A tank always has to be assigned to a tank group since you can only assign tank groups to a user.

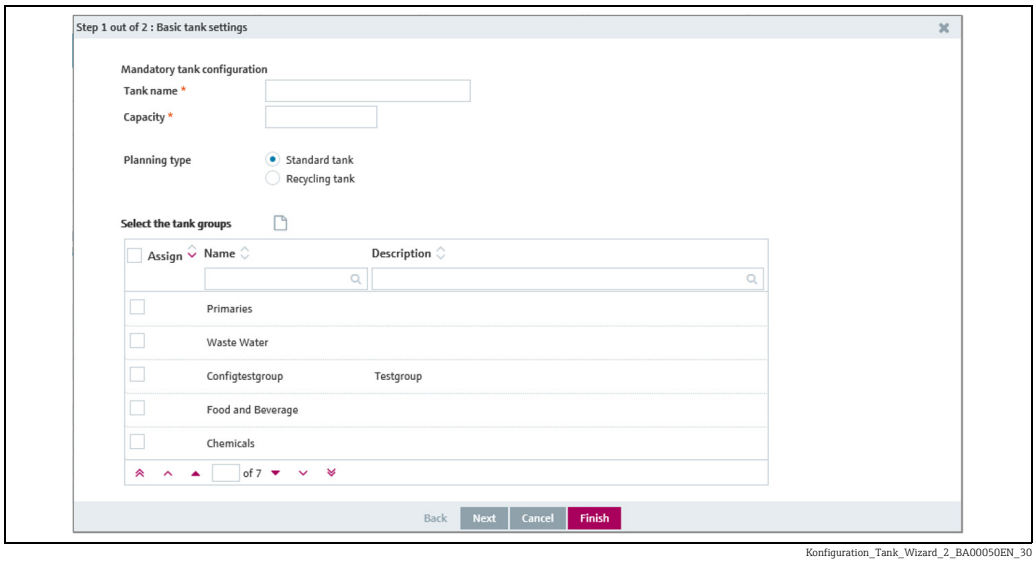
The **Location**, **Buyer**, **Supplier** and **Product** first have to be created before you can select elements for these fields. The **Buyer** and **Supplier** are created as a Company (→ 90).

a) Creating a tank using the Tank setup wizard

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The detail view is displayed in the Application window.
4. Click the **Tank setup wizard** button.

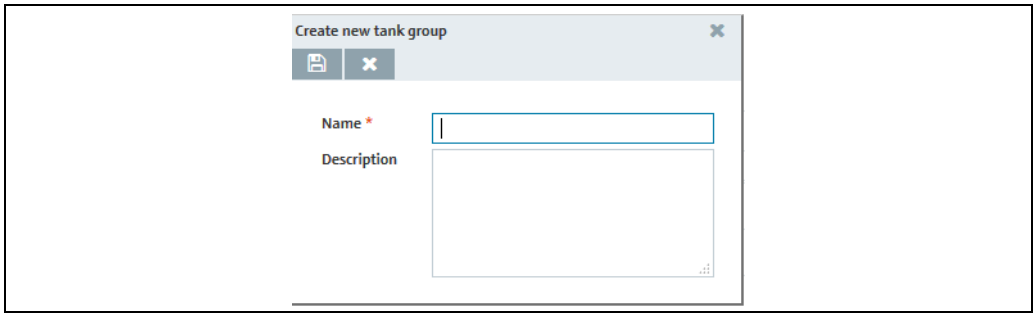
The Tank wizard **cannot** be used to create aggregated tanks.

5. The dialog window **Step 1 out of 2: Basic tank settings** is displayed:



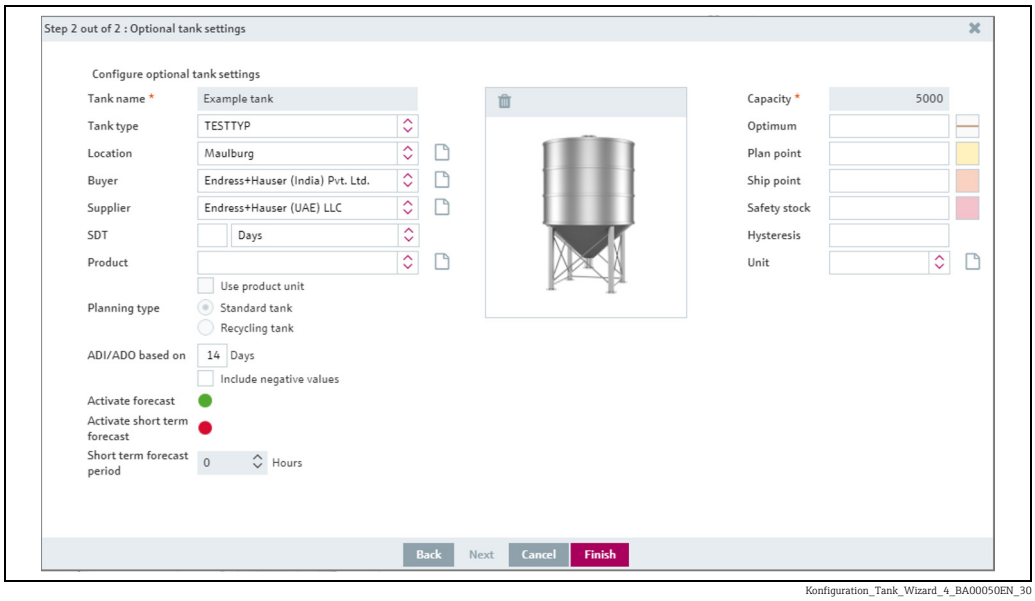
Konfiguration_Tank_Wizard_2_BA00050EN_30

6. Enter the following data:
Tank name (mandatory), **Capacity** (mandatory), **Planning type** (→ 99)
7. By activating the **check box** in the **Assign** column, assign the tank to a tank group that already exists or create a new tank group if applicable.
8. Click the button to create a new tank group.
9. The **Create new tank group** dialog window appears:



Konfiguration_Tank_Wizard_3_BA00050EN_30

10. Enter the following data:
Name (mandatory), **Description**
11. Click to save your entries. Click to abort the process.
12. Click **Next** to enter more optional tank settings, click **Cancel** to cancel the process or click **Finish** to finish creating the tank.
13. When you click **Next** the **Step 2 out of 2: Optional tank settings** dialog window appears:

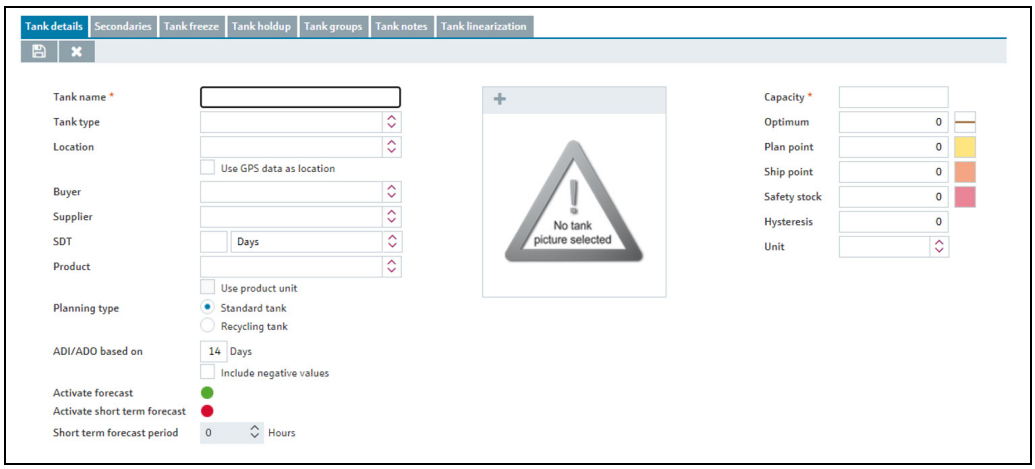


Konfiguration_Tank_Wizard_4_BA00050EN_30

14. Enter the data (→ 97).
15. Click the appropriate button to create a new location, buyer, supplier and product.
16. Select a graphic depicting the appropriate tank shape (→ 100).
17. Click **Back** to go back to the **Step 1 out of 2: Basic tank settings** dialog window, click **Cancel** to cancel the process or **Finish** to finish creating the tank.

b) Creating a tank using the tabs in the Configuration menu, Tank menu item

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. The detail view is displayed in the Application window. In the lower section, select the **Tank details** tab.
4. Click the button.
5. The tab is displayed in the edit mode.



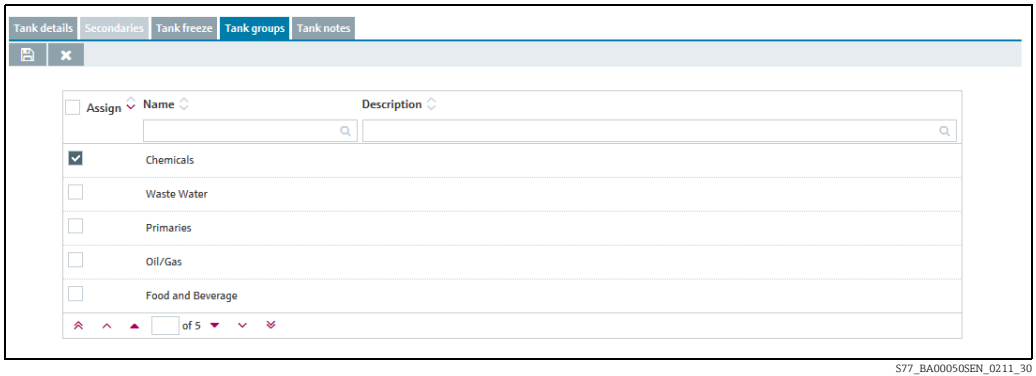
Konfiguration_Tank_5_BA00050EN_30

6. Here, you can enter data on the tank such as:

- **Tank name** (obligatory)
- **Tank type:** Select a tank type from the pick list

- **Location**: Select the location from the picklist.
- **Use GPS data as location**: Activate the check box to display the GPS data generated by a GPS tracker on the tank. **Note:** This option cannot be used, until the tank is created and the necessary measure points are assigned (→ 196).
- **Buyer**: Select a buyer (company) from the picklist.
- **Supplier**: Select a supplier (company) from the picklist.
- **SDT** (Standard delivery/disposal time)
- **Product**: Select a product from the picklist.
- **Use product unit**: If this option is activated, the unit of the selected product is automatically used in the **Unit** field. The values in the fields **Capacity**, **Optimum**, **Plan point**, **Ship point**, **Safety stock** and **Hysteresis** are converted based on the density entered for the product.
- **Planning type**: By activating the **Standard tank** check box, you specify that the tank is a standard type of tank, and by activating the **Recycling tank** check box you specify that the tank is a recycling tank. The event messages and the way the inventory chart and levels are displayed are adapted to this planning type (→ 99).
- **ADI/ADO based on**: 14 days is the standard value specified here. This period is used for extrapolating in the inventory chart (→ 38).
- **Include negative values**: If this option is enabled, negative measuring values are included in the ADI/ADO calculations.
- **Activate forecast**: If this option is enabled, a forecast of the inventory is displayed in the **Inventory Chart** tab.
  The enabled forecast is displayed with a green button; the disabled forecast is displayed with a red button. This option can be changed in edit mode by clicking the green or red button.
- **Capacity** (obligatory)
- **Optimum** (for standard tanks only)
- **Plan point**
- **Ship point** (for standard tanks only)
- **Safety stock**
- **Hysteresis**: The hysteresis serves to prevent constant event messages, e.g. due to a fluctuating level (→ 100).
- **Unit**

7. In the case of a standard tank it is possible to deactivate the **Optimum**, **Plan point**, **Ship point** and **Safety stock** input fields individually, and the **Safety stock** and **Plan point** fields in the case of a recycling tank. For this purpose, click the button to the right of the specific input field. This field then becomes gray just like the button. It is no longer possible to enter information. These input fields can be activated by clicking the gray button in question.
8. Select a graphic depicting the appropriate tank shape (→ 100).
9. Click  to save your entries. Click  to abort the process.
10. Select the **Tank groups** tab.
11. Click the  button.
12. The tab is displayed in the edit mode.

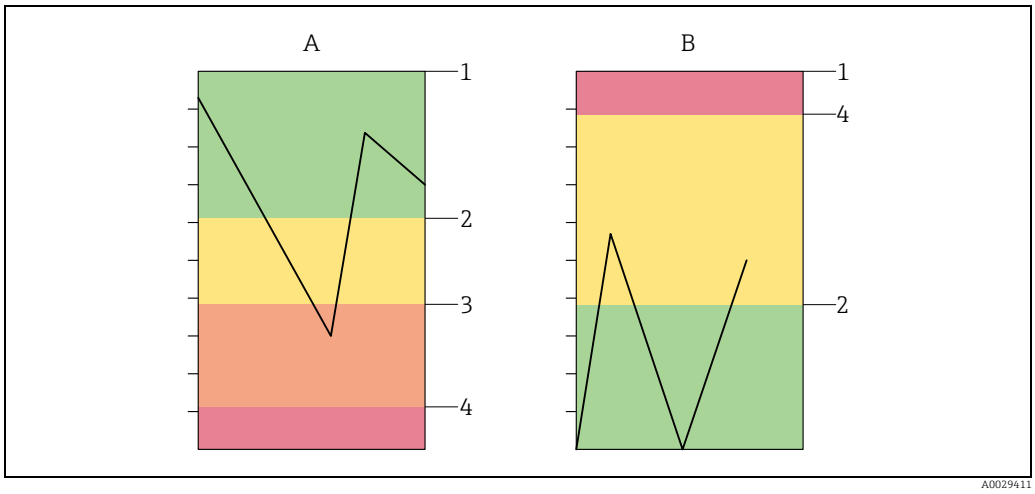


S77_BA00050SEN_0211_30

13. Activating the **check box** in the **Assign** column assigns the tank to a tank group.
14. Click  to save your entries. Click  to abort the process.

Standard tank and recycling tank

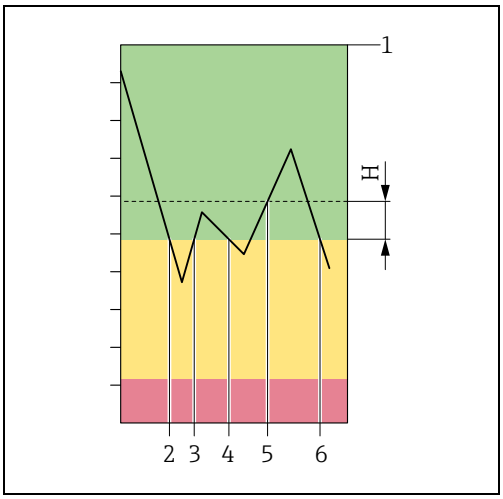
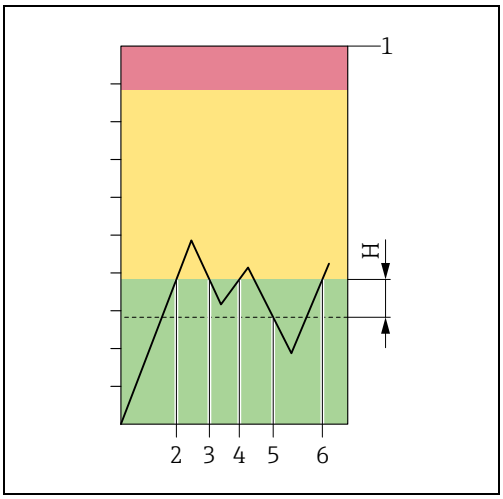
SupplyCare distinguishes between standard tanks and recycling tanks. From a standard tank, the product is withdrawn. For a recycling tank, the tank is filled with the product. Activating the **Recycling** check box turns the standard tank into a recycling tank. The display logic in the inventory chart and the notification logic are changed according to the following illustration.



A Standard tank
B Recycling tank
1 Capacity
2 Plan point
3 Ship point
4 Safety stock

Hysteresis

The hysteresis pertains solely to event notifications. The hysteresis prevents multiple triggering of an event notification, e.g. due to fluctuating levels.
The hysteresis applies to the following events: Plan point, Ship point and Safety stock

Standard tank	Recycling tank
 A0029409	 A0029410
1. Capacity 2. The level falls below the limit value for the Plan point. The "Plan point reached" event is triggered. The status of the event is set to **Open**. 3. The level climbs back above the limit value for the Plan point. The status for event 2 remains **Open**. The tank status switches to "OK" (green). 4. The level falls back below the limit value for the Plan point. No new event is triggered. The status for event 2 remains **Open**. The tank status switches to "Plan point reached" (yellow). No new event is triggered, as the level has not first climbed above the limit value for the Plan point plus the hysteresis. 5. The level rises above the limit value for the Plan point plus the hysteresis. Event 2 now assumes the status **Done**. 6. The level falls back below the limit value for the Plan point. A new "Plan point reached" event is triggered. The status of the event is set to **Open**.	1. Capacity 2. The level climbs above the limit value for the Plan point. The "Plan point reached" event is triggered. The status of the event is set to **Open**. 3. The level falls below the limit value for the Plan point. The status for event 2 remains **Open**. The tank status switches to "OK" (green). 4. The level climbs back above the limit value for the Plan point. No new event is triggered. The status for event 2 remains **Open**. The tank status switches to "Plan point reached" (yellow). No new event is triggered, as the level has not first fallen below the limit value for the Plan point minus the hysteresis. 5. The level falls below the limit value for the Plan point minus the hysteresis. Event 2 now assumes the status **Done**. 6. The level climbs back above the limit value for the Plan point. A new "Plan point reached" event is triggered. The status of the event is set to **Open**.

13.3.2 Selecting and deleting a depicted tank shape

Selecting a depicted tank shape

In the **Tank details** tab, you can select a graphic depicting the appropriate tank shape for a tank created. The selected graphic is also displayed in the "Workplace – Tank" view in the **Tank details** tab.

The "Vertical bar"  and "Horizontal bar" tank pictures can be used if you prefer general symbols.

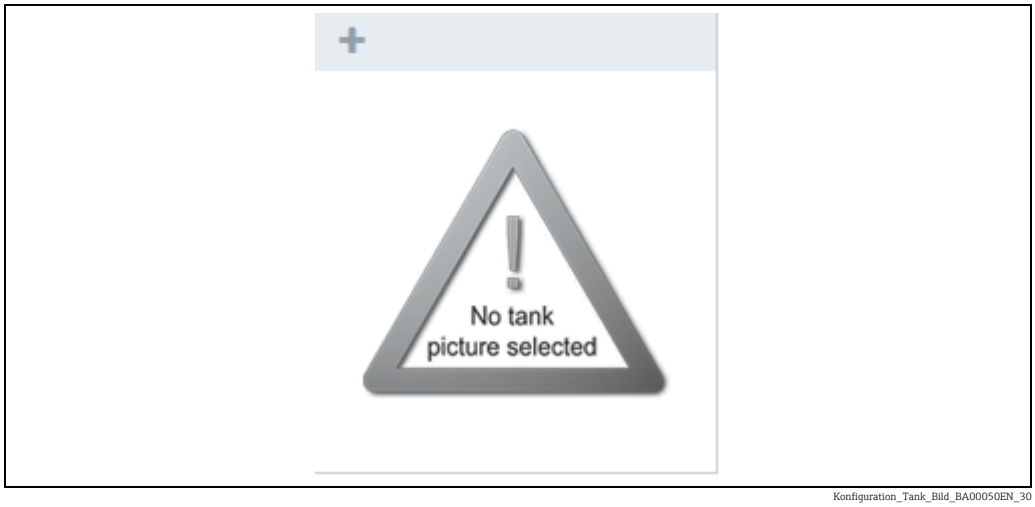
The "Digital display" tank picture 

can be used if you prefer the value to be displayed in digital format.
Please note that the digital display can show a maximum of 17 digits, including commas and thousand separators. If the value is longer than 17 digits, some or all of the decimal places are not displayed. If the value can still not be displayed with 17 digits even when the decimal places are omitted, the following appears on the display: ##################

The speedometer or gauge 

can also be used to display non-tank asset use, e.g. pressure.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the button.
5. The tab is displayed in the edit mode.
6. Click the button.



Konfiguration_Tank_Bild_BA00050EN_30

7. The **Select tank picture** dialog box is displayed.
8. Click the picture of the tank shape that applies for the tank you created.
9. The selected graphic is added to the **Tank details** tab.
10. Click to save your selection. Click to abort the process.

Deleting a depicted tank shape

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the button.
5. The tab is displayed in the edit mode.
6. Click the button in the **Tank shape** graphic.
7. The prompt "Do you really want to delete?" is displayed.
8. Click **OK** to delete the graphic. The "No tank picture selected" graphic is displayed. Click **Cancel** to abort the process.

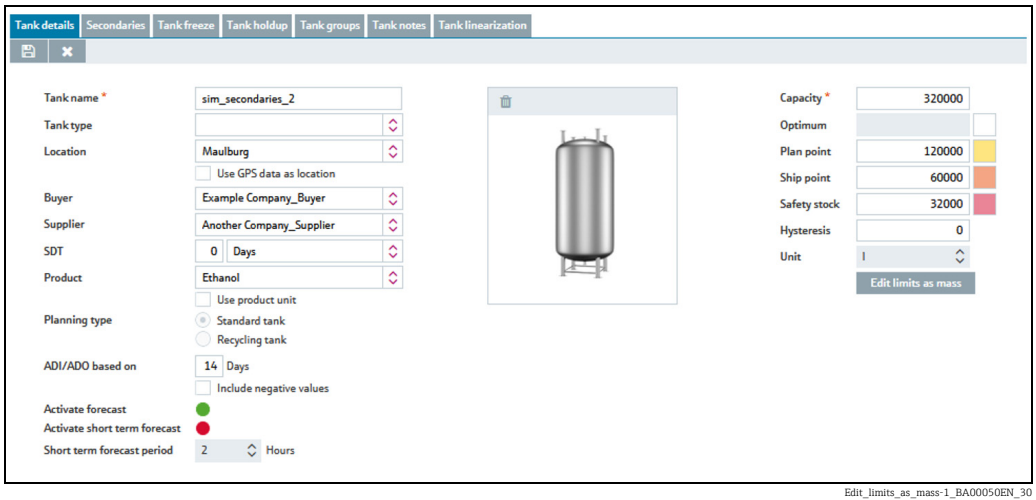
9. Click  to save your changes. Click  to abort the process.

 The picture is only deleted if you save your changes with  button.

13.3.3 Edit limits as mass

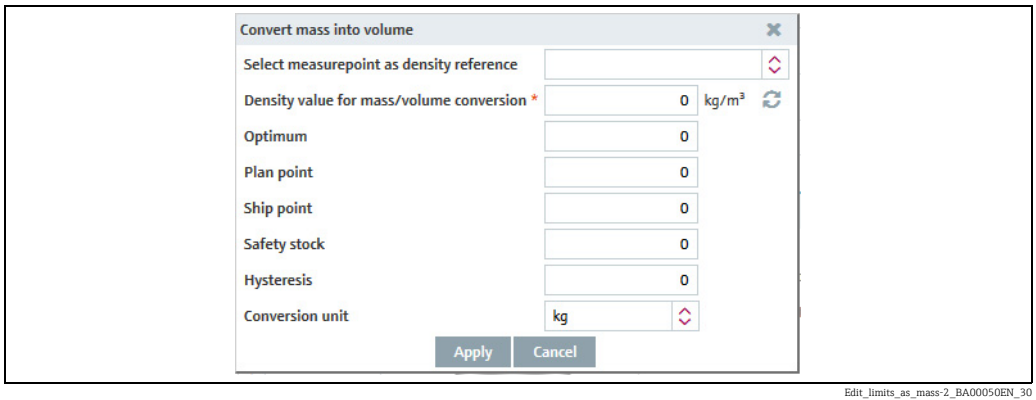
It is possible to do planning and daily operations on tanks / products based on mass (gross mass = net standard volume x reference density). Therefore products and tanks have to be configured acoordingly → 95 and → 128. If these parameters are configured properly, it is possible to edit limits as mass.

1. Therefore click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank details** tab.
4. Click the  button.
5. The tab is displayed in the edit mode.



Edit_limits_as_mass-1_BA00050EN_30

6. Click the **Edit limits as mass** button. The following window is displayed:

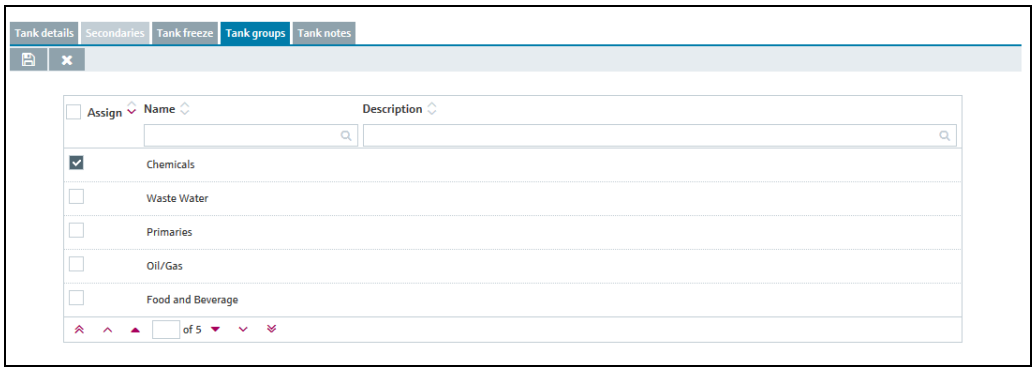


Edit_limits_as_mass-2_BA00050EN_30

7. Here, you can enter the data such as **Density**, **Optimum**, **Plan point**, **Ship point**, **Safety stock**, **Hysteresis** and **Conversion unit**.
8. Click **Apply** to save your changes. Click **Cancel** to abort the process.

13.3.4 Changing tank-tank group assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank whose assignment you want to change.
4. Select the **Tank groups** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



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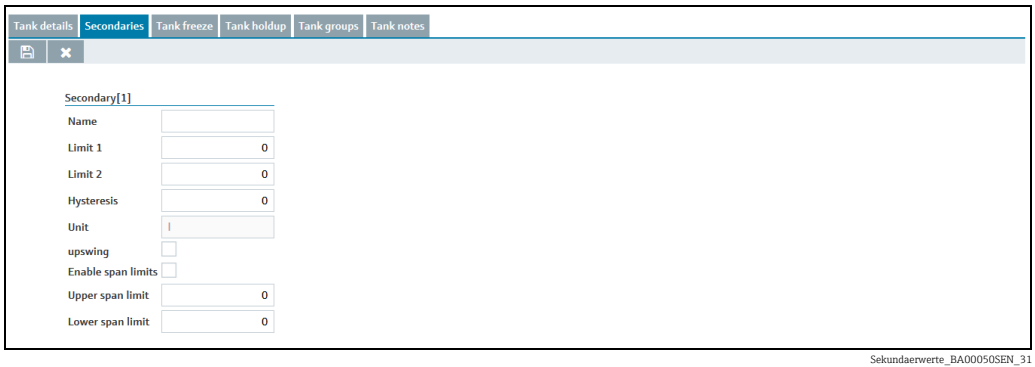
7. Activating the check box in the **Assign** column assigns the tank to a tank group. Deactivate the check box to undo the assignment.
8. Click to save your entries. Click to abort the process.

13.3.5 Configuring secondaries

If secondary values have been assigned to the tank via the **Gateway configuration** menu item in the **Assign measuring point to tank** tab, these secondary values are displayed in the **Secondaries** tab.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the lower section of the application window, select the **Secondaries** tab.
4. Click the button.
5. The tab is displayed in the edit mode.



Sekundaerwerte_BA00050SEN_31

6. You can enter additional information on the secondary values here, such as:

- **Name**: The name is displayed in the "Workplace – Tank" view in the **Tank name** column and in the **Inventory chart** tab.
- **Limit 1**: See the following section: Display for "Descending limits" and "Ascending limits".
- **Limit 2**: See the following section: Display for "Descending limits" and "Ascending limits".
- **Hysteresis**
- **Unit** (read only)
- **Upswing**: Switch between descending and ascending limits.
- **Enable span limits**
- **Upper span limit**
- **Lower span limit**

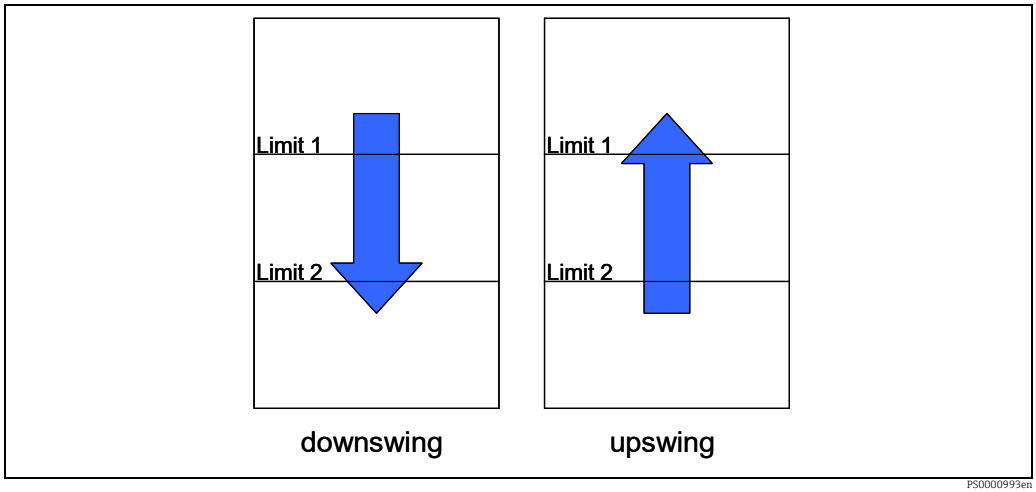
Recommendation: Apply either limits or span limits to monitor the secondary value. Do not use both means. Although possible, this may lead to misconceptions.

Inside the span limits, there's a hysteresis for the reset of events. The hysteresis range is located inside the span limits. If the secondary value moves out of the set span limits, then the status in the tank overview changes and events are triggered. Events are only reset, if the secondary value has moved back inside the span so far that it has also passed the hysteresis range → 100.

Display for "Descending limits" and "Ascending limits"

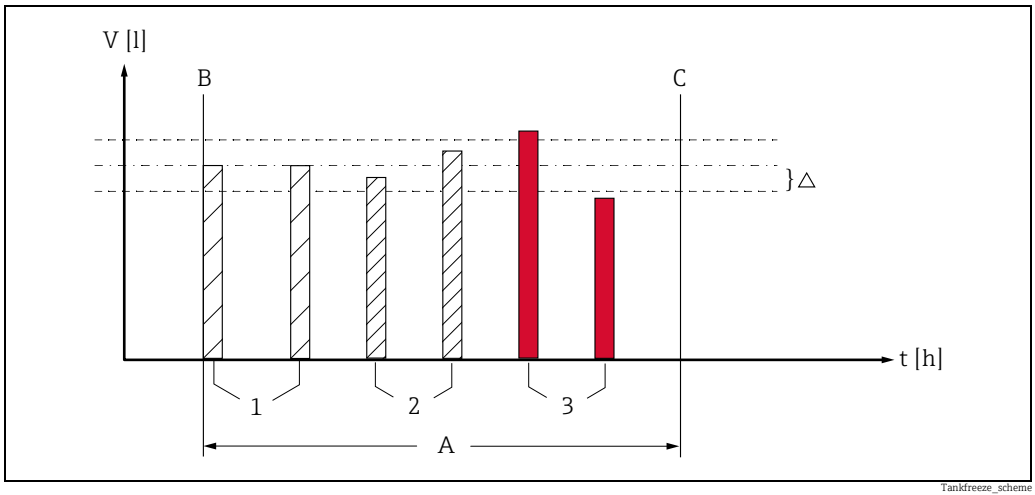
Using the **Upswing** check box, choose between the "Descending limits" and "Ascending limits" display.

"Upswing" check box	Description	Column in the "Workplace – Tank" view
Descending limits: "Upswing" check box disabled	Limit 1	PP (plan point)
	Limit 2	SST (safety stock)
Ascending limits: "Upswing " check box enabled	Limit 2	PP (plan point)
	Limit 1	SST (safety stock)



13.3.6 Configuring tank freeze events

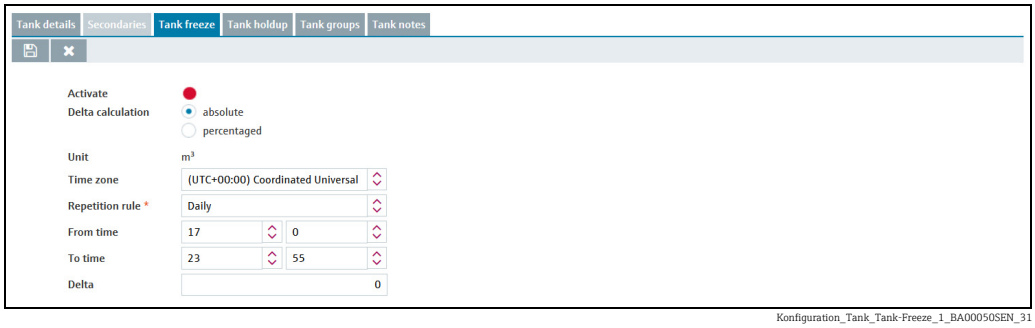
Tank freeze events are generated using an internal limit based on the latest measurement received for the tank within a defined time span, e.g. to recognize material theft, leakage or defects.



Tankfreeze_scheme

Fig. 3:
A Configured monitoring time
B Monitoring time start
C Monitoring time end
1 Start level, unchanged level
2 Level changed, but inside the configured freeze event delta. There is no tank freeze event created.
3 Level changed, but outside the configured freeze event delta. A tank freeze event is created.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the lower section of the application window, select the **Tank freeze** tab.
4. Click the button.
5. The tab is displayed in the edit mode.



Konfiguration_Tank_Tank-Freeze_1_BA00050SEN_31

6. Here you can enter data to configure tank freeze events, such as:

- **Activate**: If this option is enabled, tank freeze events are enabled.
  The enabled tank freeze events are displayed with a green button; the disabled tank freeze events are displayed with a red button. This option can be changed in edit mode by clicking the green or red button. The default setting for this option is "disabled".
- **Delta calculation**: Select **absolute** to specify the **Freeze event delta** as a fixed value in the unit of the tank. Select **percentaged** to specify the **Freeze event delta** as a percentage of the configured tank capacity. The default setting for this option is **absolute**. You can toggle between absolute and percentaged anytime. If you change the calculation mode for the delta, the delta value for the relevant monitoring time becomes invalid and must be put in again. If the repetition rule **Daily** is set, the delta is set to zero.
- **Freeze event delta**: (obligatory) Enter a positive numeric value.

At the beginning of the monitoring time the last measured tank value (e.g. the tank level) is saved ("frozen"). This "frozen" measurement is compared with the current measurements during the monitoring time. If the difference between the frozen measurement and the current measurement exceeds the **Freeze event delta** (positive or negative), a tank freeze event is generated. The Freeze event delta can be configured for each monitoring time separately.

- **Unit**: Displays the unit configured for the tank capacity if **Delta calculation** is set to absolute. Displays "%" otherwise.
- **Time zone**: Select the time zone to be used for the monitoring times configured under **Repetition rule**.
- **Repetition rule**: (obligatory) Select a rule for the repetition of the monitoring time.
  Daily: Select a **From time** (start time) and a **To time** (end time) for each daily monitoring time.
  The **From time** must represent an earlier time point than the **To time**. For a daily monitoring time from a time point before midnight and after midnight, configure a **Weekly on every...** repetition rule.
  Weekly on every...: Configure monitoring times for tank freeze events for each weekday individually.
  For more details on the configuration of the **Weekly on every...** repetition rule, refer to the following chapter "Configuring the Weekly on every... repetition rule" (→ 106).

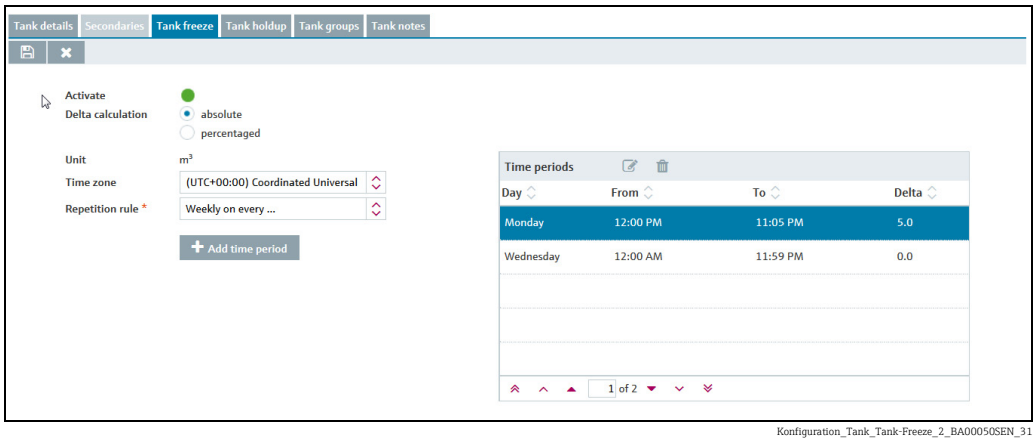
You can configure only one kind of repetition rule (Daily... **or** Weekly...) for a given tank. Valid is always the repetition rule that you configured and saved last.

7. Click to save your configuration. Click to abort the process.

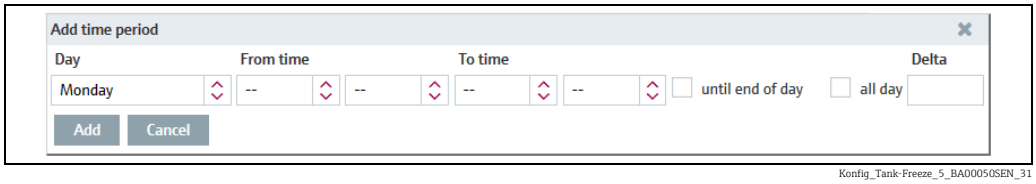
Use the **Copy to other tanks** button to copy the **Tank freeze** configuration to other tanks. For more details, refer to the chapter "Copying the Tank freeze configuration to other tanks" (→ 108).

Configuring the Weekly on every ... repetition rule

Configure monitoring times for tank freeze events for each weekday individually. You can configure up to 25 monitoring times per week.



Konfiguration_Tank_Tank-Freeze_2_BA00050SEN_31



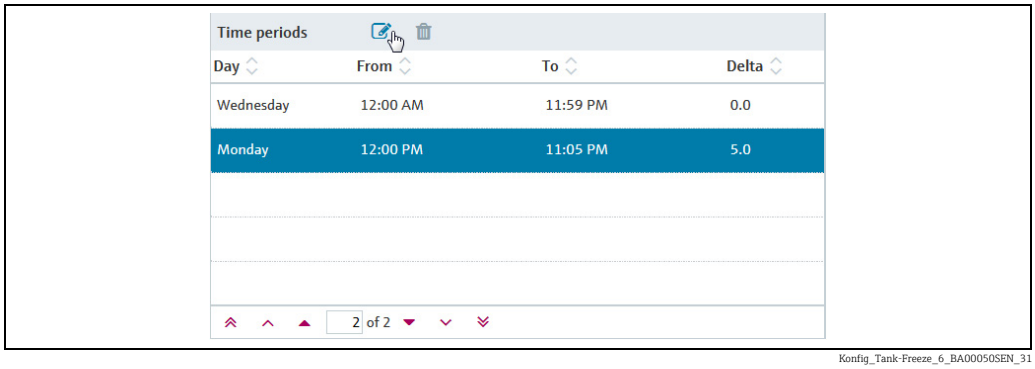
Konfig_Tank-Freeze_5_BA00050SEN_31

- Click on the button **Add time period** and select the weekday for which you want to configure the monitoring times in the following window.
- Select a **From time** (start time) and a **To time** (end time) for the monitoring for tank freeze events. The value for **From time** must be smaller than the value for **To time**.
- Select **until end of day** for a selected weekday to set the end of the monitoring time to 23:59, i.e. substituting **To time** with 23:59. If **until end of day** is selected, To time is disabled and hidden.
- If you want to configure a monitoring time on one day which extends into the morning hours of the following day, proceed as follows: Choose a **From time** and select **until end of day** to set the end of the monitoring time to 23:59 (11:59 PM). Save this configuration and add one more monitoring time for the following weekday, which starts at 0:00 h and ends with the set To time. Select the same delta. The total monitoring time then refers to the measurement taken for the From time of the first day.
- Select **all day** to set the monitoring time from 0:00 to 23:59, i.e. substituting **From time** with 0:00 and **To time** with 23:59. If **all day** is selected, **From time** and **To time** are disabled and hidden.
- Select a **Freeze event delta**.
- Click the button **Add** to add your configuration to the list of active monitoring time periods. Click **Cancel** to abort the process.
- Click on the **Tank freeze** tab to save your configuration. Click to abort the process.

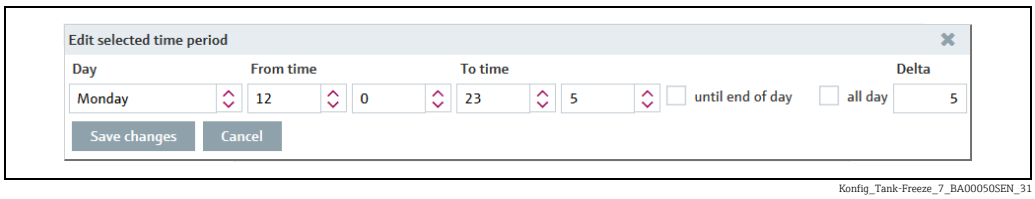
Monitoring time periods cannot overlap.

Changing monitoring time periods

1. Click on the **Tank freeze** tab. The tab is displayed in the edit mode.
2. Select the relevant monitoring time from the list. Click in the list's head.



Konfig_Tank-Freeze_6_BA00050SEN_31

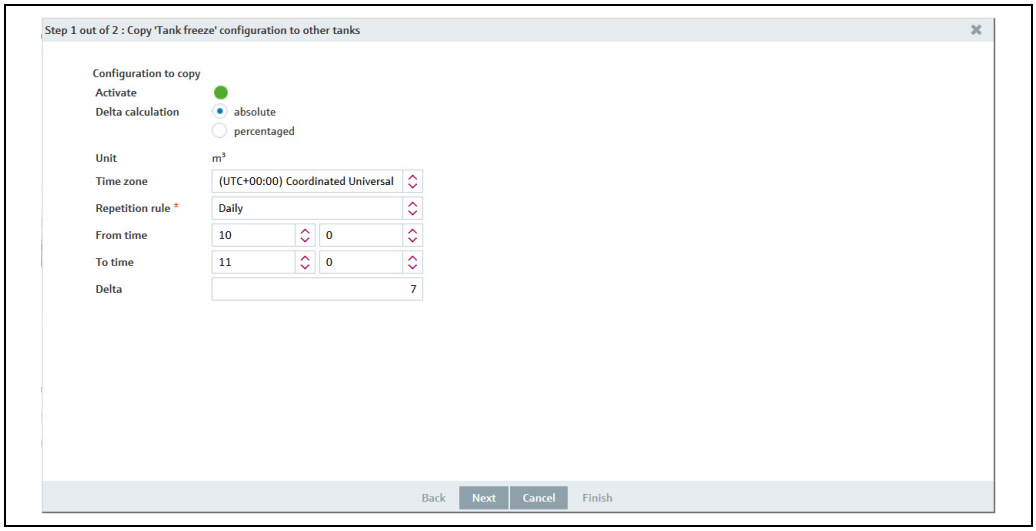


Konfig_Tank-Freeze_7_BA00050SEN_31

3. The window displays the last saved Tank freeze configuration. Change the configuration if desired.
4. Click the button **Save changes** to save the new configuration or click **Cancel** to abort the process.
5. Click on the **Tank freeze** tab to save your configuration. Click to abort the process.

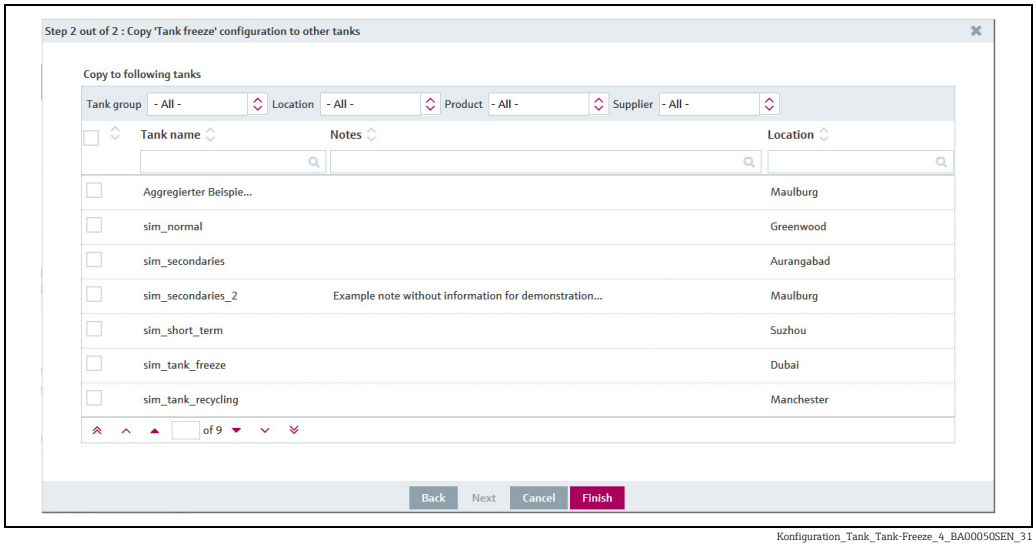
Copying the Tank freeze configuration to other tanks

1. Click the **Copy to other tanks** button in the **Tank freeze** tab.
2. The dialog window **Step 1 out of 2: Copy 'Tank freeze' configuration to other tanks** is displayed:



Konfiguration_Tank_Tank-Freeze_3_BA00050SEN_31

3. The window displays the last saved Tank freeze configuration. Change the configuration if desired.
   Activate: The default setting for this option is "disabled". Click the red button to activate the option. The enabled tank freeze events are displayed with a green button.
4. Click **Next** to proceede to the next step, click **Cancel** to cancel the process.
5. When you click **Next**, the dialog window **Step 2 out of 2: Copy 'Tank freeze' configuration to other tanks** is displayed:

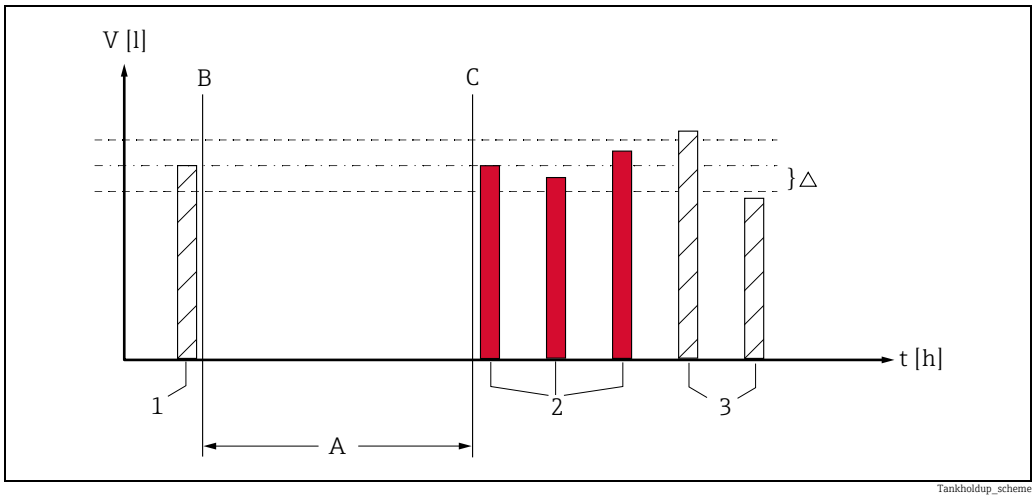


Konfiguration_Tank_Tank-Freeze_4_BA00050SEN_31

6. Select the tanks to which you want to copy the Tank freeze configuration by activating the check boxes before the tanks.
   You can filter the displayed tanks by **Tank group**, **Location**, **Product** or **Supplier**.
7. Click **Back** to return to the previous step, click **Cancel** to cancel the process or **Finish** to copy the Tank freeze configuration to the selected tanks.

13.3.7 Configuring tank holdup events

Tank holdup events are, similar to the Tank freeze events, generated using an internal limit based on the latest measurement received for the tank within a defined time span. The purpose of this monitoring function is to recognize material theft, malfunction or defects.



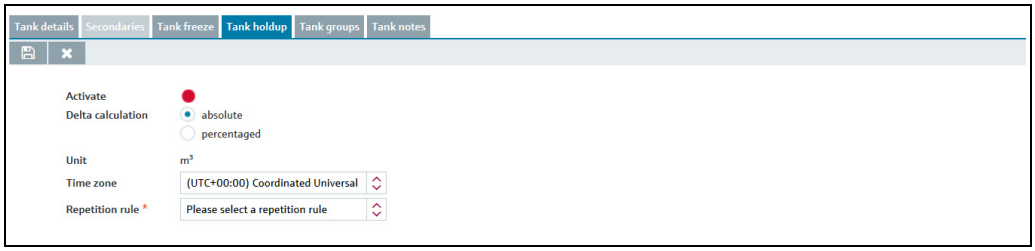
Tankholdup_scheme

Fig. 4:
A Configured monitoring time
B Monitoring time start
C Monitoring time end
1 Start level
2 Level unchanged or changed, but inside the configured event delta. A tank holdup event is created.
*3 Level changed, but outside the configured event delta. There is **no** tank holdup event created.*

Concept

Different to the tank freeze events, the expected condition of a tank is that there is content being unloaded or refilled, the level respectively changes. Furthermore, it is a minimum amount (event delta) that's being removed in the period between the two measurements, which reflects the normal, expected course. An event is created, if the configured delta is not reached. The tank holdup function is therefore suited for e.g. self-service filling stations, where there is a certain amount of unload is observed and thus can be expected in future.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the lower section of the application window, select the **Tank holdup** tab.
4. Click the  button.
5. The tab is displayed in the edit mode.



Konfiguration_Tank_holdup_1_BA00050SEN_31

6. Here you can enter data to configure tank holdup events, such as:

– **Activate**: The default setting for this option is "disabled". If this option is enabled, tank holdup events are enabled. The enabled tank holdup events are displayed with a green button.

- **Delta calculation**: Select **absolute** to specify the **event delta** as a fixed value in the unit of the tank. Select **percentaged** to specify the **event delta** as a percentage of the configured tank capacity. The default setting for this option is **absolute**.
- **Delta for Tank holdup events**: (obligatory) Enter a positive numeric value.
  At the beginning of the monitoring time the last measured tank value (e.g. the tank level) is saved ("frozen"). This "frozen" measurement is compared with the current measurements during the monitoring time. If the difference between the frozen measurement and the current measurement does not exceed the **event delta** (positive or negative), a tank holdup event is generated.
- **Unit**: Displays the unit configured for the tank capacity if **Delta calculation** is set to absolute. Displays "%" otherwise.
- **Time zone**: Select the time zone to be used for the monitoring times configured under **Repetition rule**.
- **Repetition rule**: (obligatory) Select a rule for the repetition of the monitoring time.
  Daily: Select a **From time** (start time) and a **To time** (end time) for each daily Tank holdup event monitoring time.
  The **From time** must represent an earlier time point than the **To time**. For a daily monitoring time from a time point before midnight and after midnight, configure a **Weekly on every...** repetition rule.
  Weekly on every...: Configure monitoring times for tank holdup events for each weekday individually.
  For more details on the configuration of the **Weekly on every...** repetition rule, refer to the following chapter "Configuring the Weekly on every... repetition rule" (→ 110).

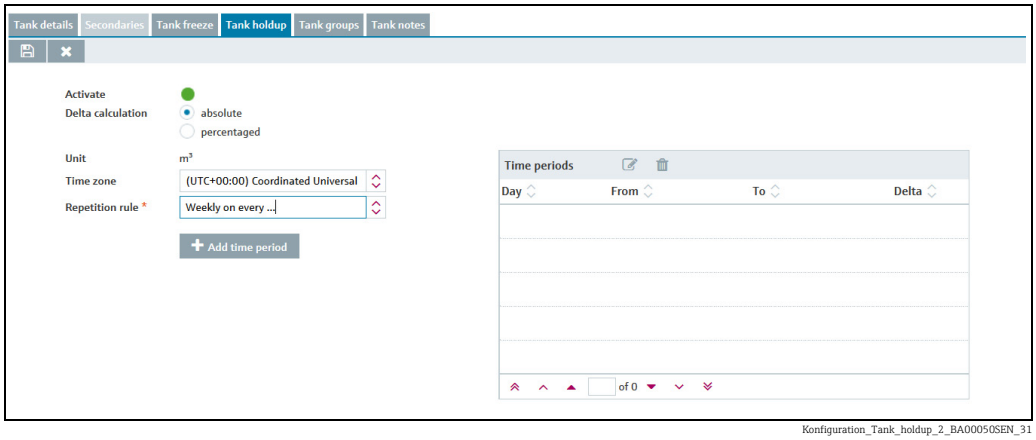
You can configure only one kind of repetition rule (Daily ... **or** Weekly...) for a given tank. Valid is always the repetition rule that you configured and saved last.

7. Click to save your configuration. Click to abort the process.

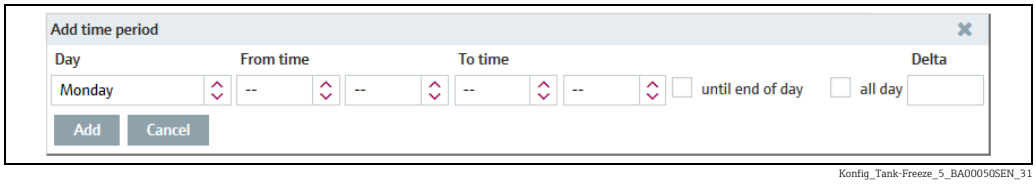
Use the **Copy to other tanks** button to copy the **Tank freeze** configuration to other tanks. For more details, refer to the chapter "Copying the Tank freeze configuration to other tanks" (→ 111).

Configuring the Weekly on every ... repetition rule

Configure monitoring times for tank holdup events for each weekday individually.



Konfiguration_Tank_holdup_2_BA00050SEN_31



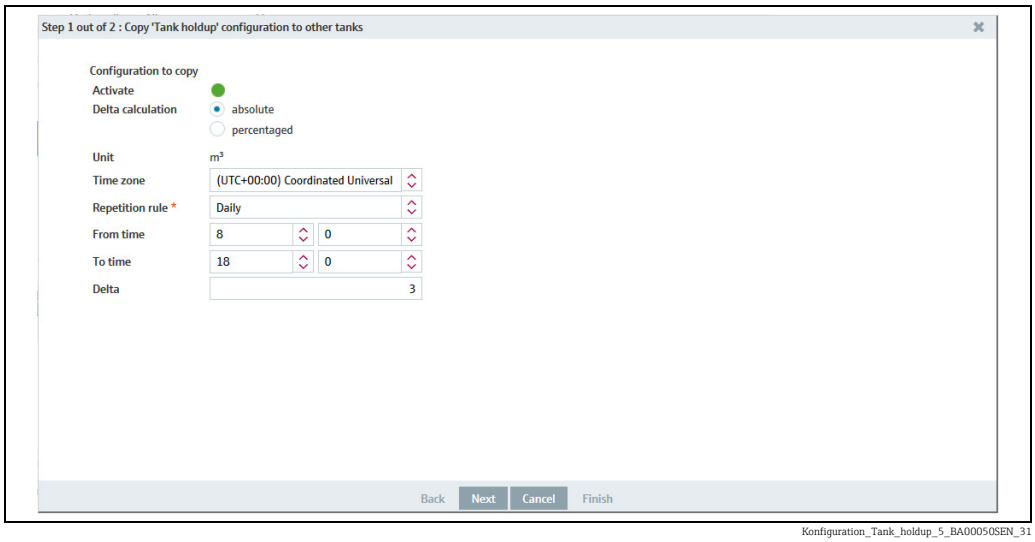
Konfig_Tank-Freeze_5_BA00050SEN_31

- Click on the button **Add time period** and select the weekday for which you want to configure the monitoring times in the following window.
- Select a **From time** (start time) and a **To time** (end time) for the monitoring for tank holdup events. The value for **From time** must be smaller than the value for **To time**.
- Select **until end of day** for a selected weekday to set the end of the monitoring time to 23:59, i.e. substituting **To time** with 23:59. If **until end of day** is selected, To time is disabled and hidden.
- If you want to configure a monitoring time on one day which extends into the morning hours of the following day, proceed as follows: Choose a **From time** and select **until end of day** to set the end of the monitoring time to 23:59 (11:59 PM). Save this configuration and add one more monitoring time for the following weekday, which starts at 0:00 h and ends with the set To time. Select the same delta. The total monitoring time then refers to the measurement taken for the From time of the first day.
- Select **all day** to set the monitoring time from 0:00 to 23:59, i.e. substituting **From time** with 0:00 and **To time** with 23:59.
  If **all day** is selected, **From time** and **To time** are disabled and hidden.
- Select an **event delta**.
- Click the button **Add** to add your configuration to the list of active monitoring time periods. Click **Cancel** to abort the process.
- Click  on the **Tank freeze** tab to save your configuration. Click  to abort the process.

Monitoring time periods cannot overlap.

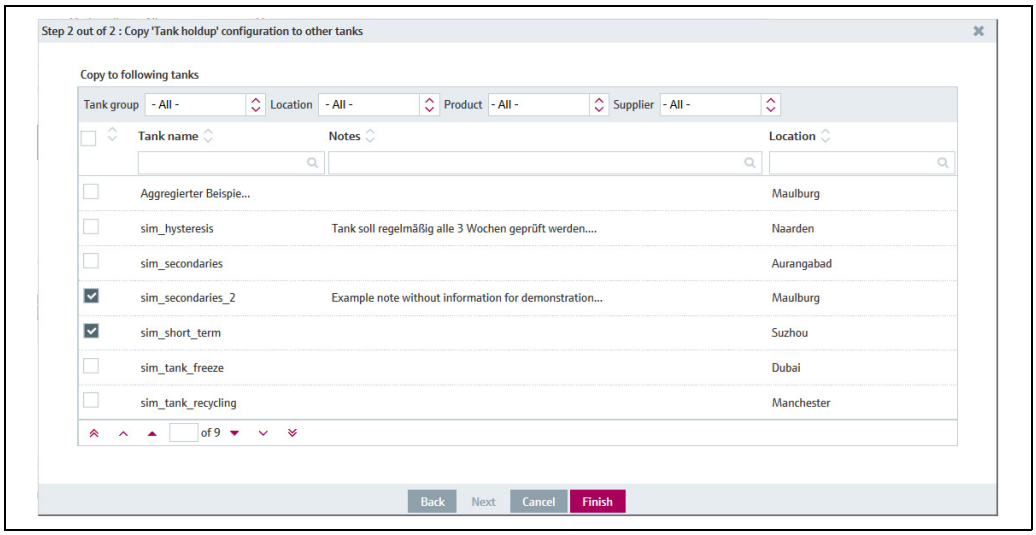
Copying the Tank holdup configuration to other tanks

1. Click the **Copy to other tanks** button in the **Tank holdup** tab.
2. The dialog window **Step 1 out of 2: Copy Tank holdup configuration to other tanks** is displayed:



Konfiguration_Tank_holdup_5_BA00050SEN_31

3. The window displays the last saved Tank holdup configuration. Change the configuration if desired.
   Activate: The default setting for this option is "disabled". Click the red button to activate the option. The enabled tank holdup events are displayed with a green button.
4. Click **Next** to proceed to the next step, click **Cancel** to cancel the process.
5. When you click **Next**, the dialog window **Step 2 out of 2: Copy 'Tank holdup' configuration to other tanks** is displayed:



Konfiguration_Tank_holdup_6_BA00050SEN_31

6. Select the tanks to which you want to copy the Tank holdup configuration by activating the check boxes before the tanks.
You can filter the displayed tanks by **Tank group**, **Location**, **Product** or **Supplier**.

Notice! If you click **Finish**, the monitoring times you entered here will overwrite the monitoring times that you have configured before for the actual tank and all the tanks selected!

7. Click **Back** to return to the previous step, click **Cancel** to cancel the process or **Finish** to copy the Tank freeze configuration to the selected tanks.

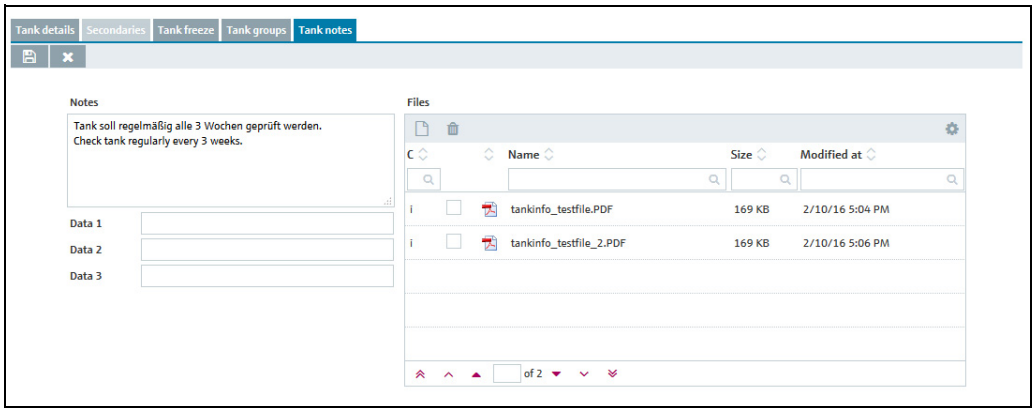
13.3.8 Adding, opening and deleting files and other information for a tank

Using the **Tank notes** tab, you can add additional information for a tank and a maximum of five files. The information entered here and the attached files are also displayed in the "Workplace – Tank" view, **Notes and files** tab.

The files must meet the following requirements:
- File formats supported: doc, xls, pdf, ppt, jpg, gif, png, bmp or txt.
- Maximum file size: 5 MB

Adding a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to add a file.
4. Select the **Tank notes** tab.
5. Click the button.



S82_BA00050SEN_0211_30

6. The **Tank notes** tab is displayed in the edit mode.
7. Enter a description for the **Notes**, **Data 1**, **Data 2** and **Data 3** fields.
8. Click the button in the table.
9. The **Upload new file** dialog box is displayed.
10. Click the **Search** button.
11. Select the **File** in your directory. The file name is displayed in the **Name** column in the table.
12. Click the **Upload new file** button.
13. The file is listed in the table with information on the file format, file name, file size and the date the file was last changed.

Opening or saving a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank notes** tab.
4. Click the **File name** (hyperlink) in the **Name** column in the table.
5. A dialog box opens. Here you can choose whether you want to open the file or save it.
6. Click **OK** to open or save the file. Click **Cancel** to abort the process.

Deleting a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. Select the **Tank notes** tab.
4. Click the button.
5. The **Tank notes** tab is displayed in the edit mode.
6. In the table, enable the check box for the file that you want to delete.
7. Click the button.
8. The prompt "Do you really want to delete?" is displayed.
9. Click **OK** to delete the file. Click **Cancel** to abort the process.
10. Click to save your changes. Click to abort the process.

The file is only deleted if you save your changes by pressing the button.

You can change or delete descriptions in the **Notes**, **Data 1**, **Data 2** and **Data 3** fields in the editing mode. Click to save the changes.

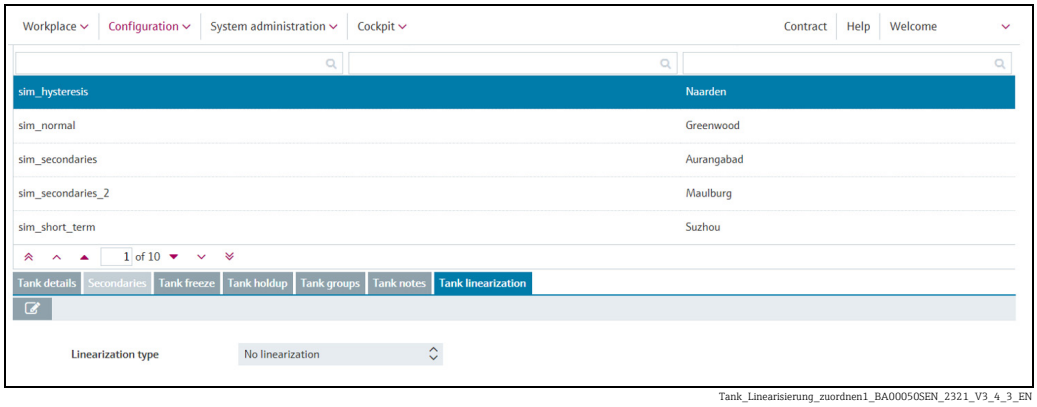
13.3.9 Mapping linearization to a tank

Using the **Tank linearization** tab, you can map or delete an existing linearization to a primary value of a tank directly.

Linearization mappings are not possible for aggregated tanks.

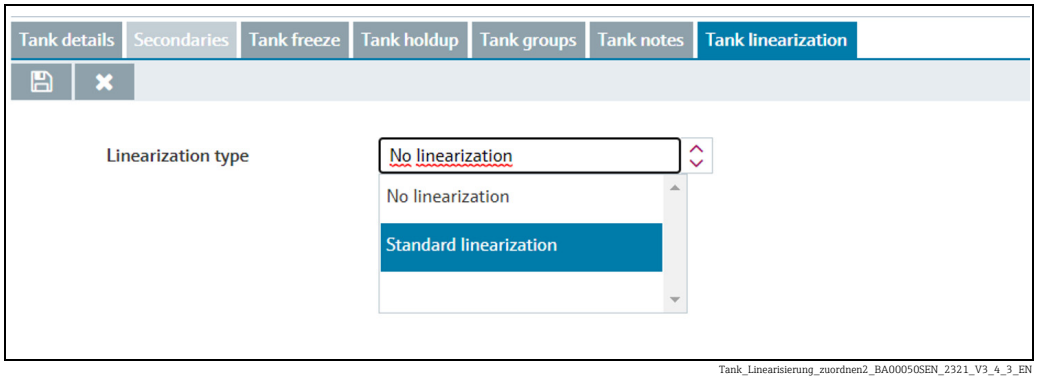
Mapping linearization

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank** menu item.
3. In the table, click the tank for which you want to add a linearization to.
4. Select the register **Tank linearization**:



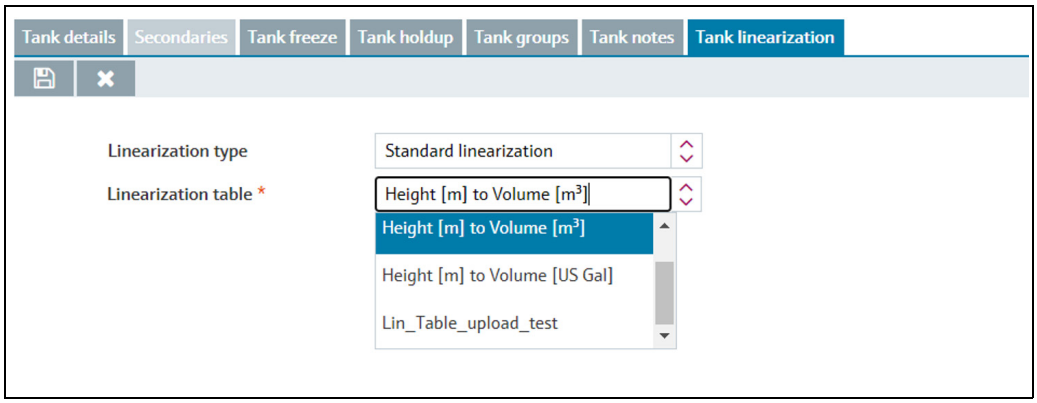
Tank_Linearisierung_zuordnen1_BA00050SEN_2321_V3_4_3_EN

5. Click the button.
6. The **Tank linearization** tab is displayed in the edit mode.
7. Select the desired **Linearization type** from the list:



Tank_Linearisierung_zuordnen2_BA00050SEN_2321_V3_4_3_EN

8. The **Linearization table** is displayed.
9. Select the desired linearization table from the **Linearization table** (obligatory). Prerequisite: Linearization tables are available. Additional information regarding "Managing linearization tables" (→ 135).

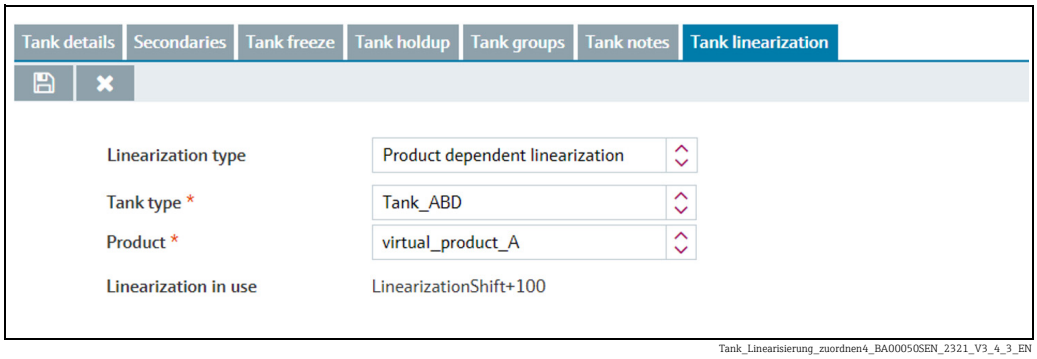


Tank_Linearisierung_zuordnen3_BA00050SEN_2321_V3_4_3_EN

Depending on your system configuration, the additonal tab **Linearization rules** is available. The setting in the system property **gui.linearization.extended** is key to this. In addition to the standard linearization, another linearization type **Product dependent linearization** can be released for selection. With this linearization type, there's the opportunity to automatically set a linearization by selecting the product for the tank.

Here, you can select or see the following data:

- **Tank type**: (obligatory) A drop down list which contains all configured tank types inside the contract.
- **Product**: (obligatory) A drop down list which contains all current configured products inside the contract.
- **Linearization in use**: Displays the current selected linearization name (depending on definition from tab Linearization rules inside Linearization page) for the selected product and tank type.



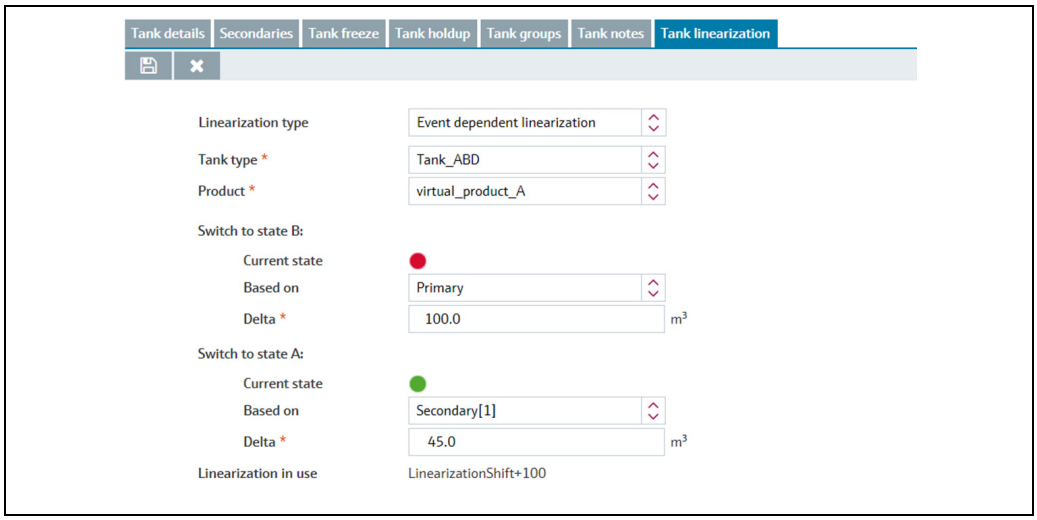
Tank_Linearisierung_zuordnen4_BA00050SEN_2321_V3_4_3_EN

Depending on your system configuration, the additonal tab **Linearization rules** is available. The setting in the system property **gui.linearization.extended** is key to this. In addition to the standard linearization, another linearization type **Event dependent linearization** can be released for selection. Based on desired primary or secondary values, including deltas, the linearization can switch between 2 states. For either state a different linearization table is selected.

Here you can choose or add inputs for the **Switch to state B** and the **Switch to state A**, such as:

- **Current state**: The enabled state is displayed with a green button; the disabled state is displayed with a red button. This option can be changed in edit mode by clicking the red button. If the current state is changed (before: red, after: green), the state of the respective other state is adapted automatically (before: green, after: red).

– **Based on**: Select on which value the trigger is based on. The primary or one of the secondary values can be selected.
– **Delta** (obligatory): Delta is the amount by which a selected value must be exceeded to cause the state to change. Enter a floating point value. When entering a negative value, enter the sign.



Tank_Linearisierung_zuordnen5_BA00050SEN_2321_V3_4_3_EN

10. Click to save your changes. Click to abort the process.

13.3.10 Changing a tank

For details → 29.

13.3.11 Deleting a tank

For details → 31.

13.3.12 Copying a tank

For details → 32.

13.4 Managing aggregated tanks

Only people whose user role is configured as **Master data** can create, change and delete aggregated tanks.

Depending on your configuration, **Aggregated Objects** or **Aggregated Silos** are displayed instead of **Aggregated Tanks**. For more information refer to → 163.

13.4.1 Creating an aggregated tank

The **Location**, **Buyer**, **Supplier** and **Product** first have to be created before you can select elements for these fields. The **Buyer** and **Supplier** are created as a Company (→ 90).

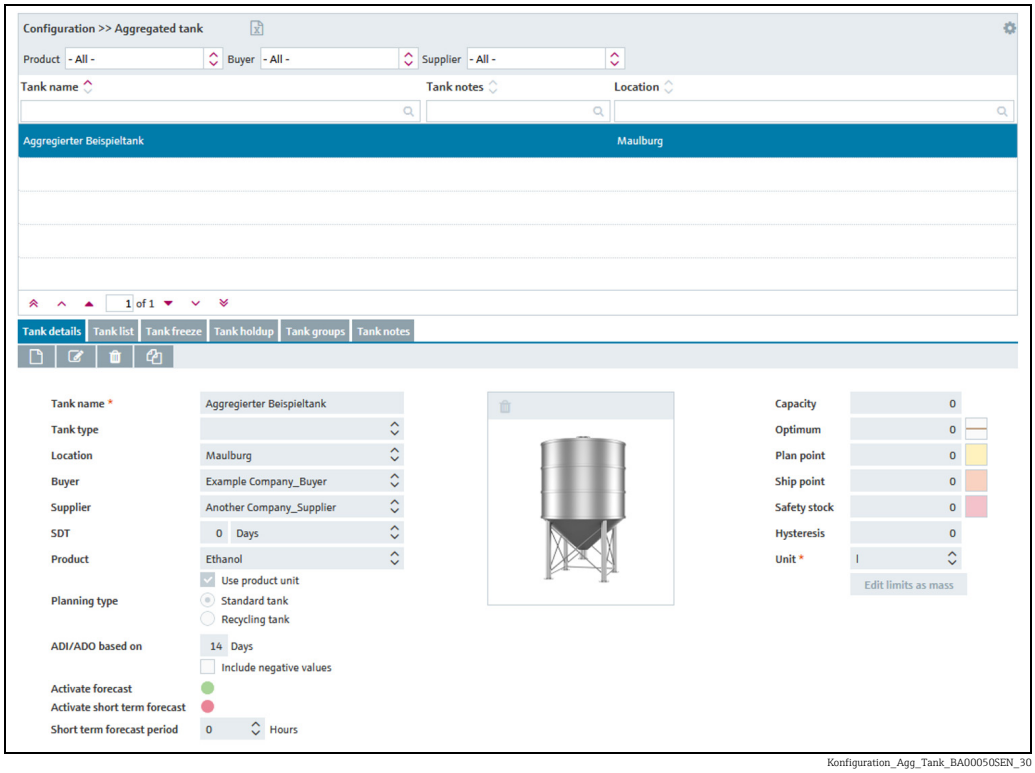
If you have assigned a tank to an aggregated tank, this tank is removed from the **Tank assignment** tabs under the **Tank**, **Tank group** and **Report** menu items.

If you would like to make changes to a tank that is assigned to an aggregated tank, you first have to remove the tank from the tank list.

If you want to assign a tank, which is already assigned to a tank group, to an aggregated tank, this tank must be removed from the tank group.

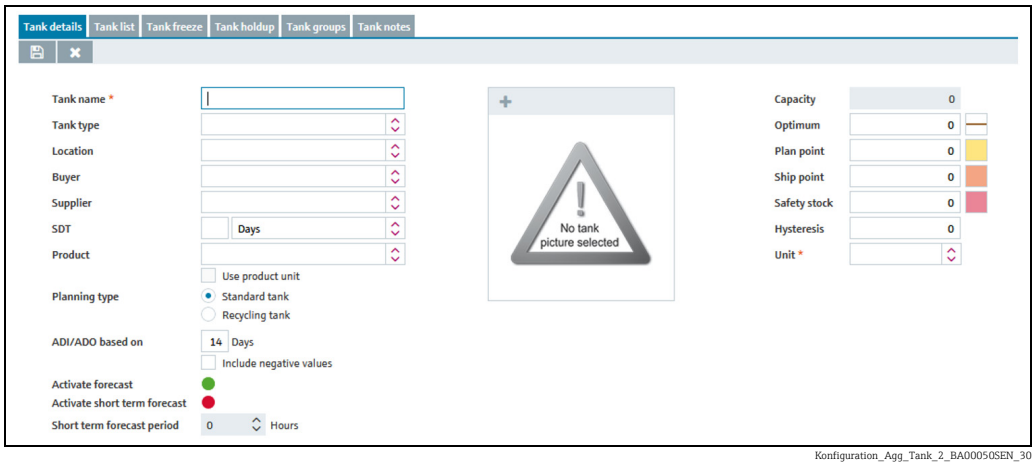
An aggregated tank always has to be assigned to a tank group since you can only assign tank groups to a user.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Aggregated tank** menu item.
3. The following detail view is displayed in the Application window:



Konfiguration_Agg_Tank_BA00050SEN_30

4. In the lower section of the application window, select the **Tank details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



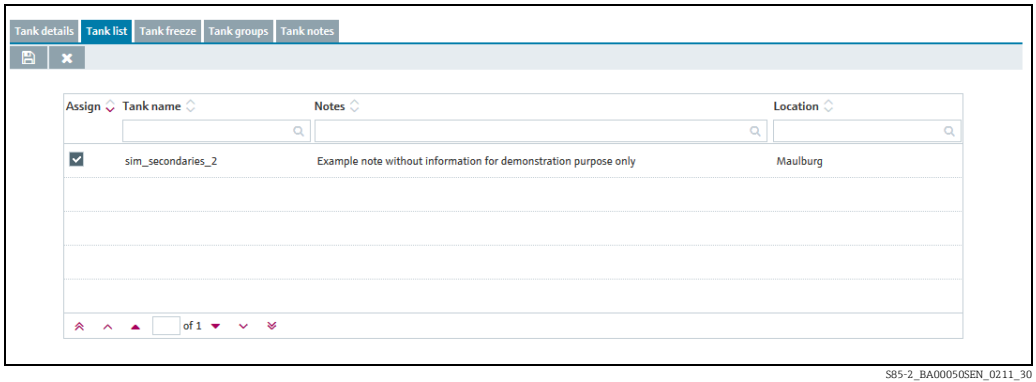
Konfiguration_Agg_Tank_2_BA00050SEN_30

7. Here, you can enter data on the aggregated tank such as:

- **Tank name** (obligatory)
- **Tank type:** Select a tank type from the pick list

- **Location**: Select the location from the picklist.
- **Buyer**: Select a buyer (company) from the picklist.
- **Supplier**: Select a supplier (company) from the picklist.
- **SDT** (Standard delivery/disposal time)
- **Product**: Select a product from the picklist.
- **Use product unit**: If this option is activated, the unit of the selected product is automatically used in the **Unit** field.
- **Planning type**: By activating the **Standard tank** check box, you specify that the aggregated tank is a standard type of tank, and by activating the **Recycling tank** check box you specify that the tank is a recycling tank. The event messages and the way the inventory chart and levels are displayed are adapted to this planning type (→ 99).
- **ADI/ADO based on**: 14 days is the standard value specified here. This period is used for extrapolating in the inventory chart (→ 38).
- **Include negative values**: If this option is enabled, negative measuring values are included in the ADI/ADO calculations.
- **Activate forecast**: If this option is enabled, a forecast of the inventory is displayed in the **Inventory Chart** tab.
  The enabled forecast is displayed with a green button; the disabled forecast is displayed with a red button. This option can be changed in edit mode by clicking the green or red button.
- **Capacity** (read only)
- **Optimum**
- **Plan point**
- **Ship point**
- **Safety stock**
- **Hysteresis**: (→ 100).
- **Unit** (obligatory)

8. In the case of a standard tank it is possible to deactivate the **Optimum**, **Plan point**, **Ship point** and **Safety stock** input fields individually, and the **Safety stock** and **Plan point** fields in the case of a recycling tank. For this purpose, click the button to the right of the specific input field. This field then becomes grey just like the button. It is no longer possible to enter information. These input fields can be activated by clicking the grey button in question.
9. Click [save] to save your entries. Click [cancel] to abort the process.
10. Select the **Tank list** tab.
11. Click the [edit] button.
12. The tab is displayed in edit mode in the lower part of the Application window

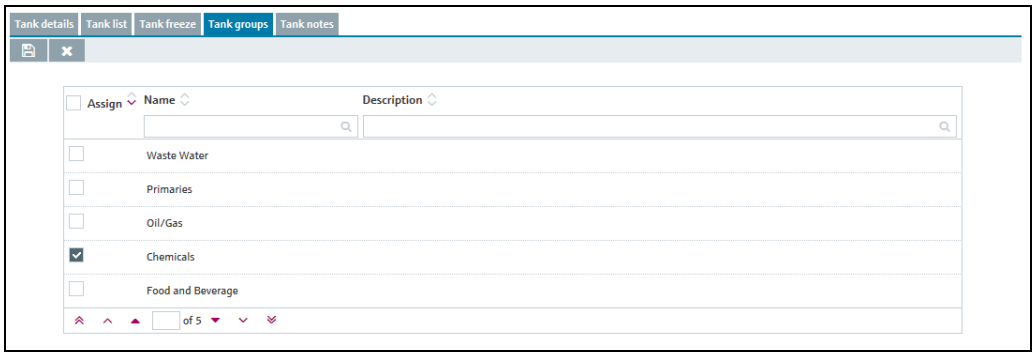


S85-2_BA00050SEN_0211_30

13. Activating the appropriate check box in the **Assign** column assigns the tanks to the aggregated tank.

Only the same planning type of tanks - i.e. standard tanks or recycling tanks - are displayed in the tank list. In the **Measuring point details** tab, these tanks must be assigned a measuring point and the same "Engineering unit (for application)" as has been assigned to the aggregated tank. Only these tanks can be added to the aggregated tank.

14. Click to save your entries. Click to abort the process.
15. Select the **Tank groups** tab.
16. Click the button.
17. The tab is displayed in the edit mode.



S87_BA00050SEN_0211_30

18. Activating the check box in the **Assign** column assigns the tank to a tank group.
19. Click to save your entries. Click to abort the process.

13.4.2 Selecting and deleting a depicted tank shape

Selecting a depicted tank shape

In the **Tank details** tab, you can select a graphic depicting the appropriate tank shape for a tank created. The selected graphic is also displayed in the **Configuration - Aggregated tank** view in the **Tank details** tab.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Aggregated tank** menu item.
3. Select the **Tank details** tab.
4. Select, change, or delete the depicted tank shape as it is described at this location: → 100, → Chap. 13.3.2 (start at step 4).

13.4.3 Adding, opening and deleting files and other information for an aggregated tank

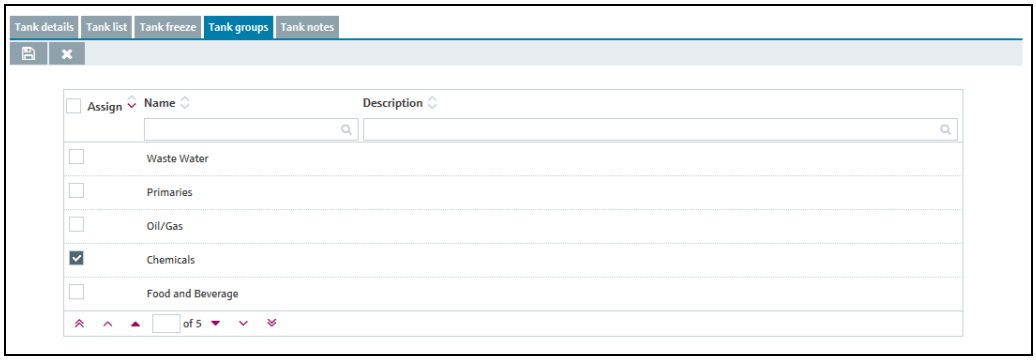
Using the Tank notes tab, you can add additional information for an aggregated tank and a maximum of five files. The information entered here and the attached files are also displayed in the **Workplace – Tank** view, **Notes and files** tab.

For information on adding, opening, saving or deleting a file, → 112.

13.4.4 Changing aggregated tank - tank group assignment

1. Click the **Configuration** menu in the Navigation window.

2. Click the **Aggregated tank** menu item.
3. In the overview table, click the aggregated tank whose assignment you want to change.
4. Select the **Tank groups** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



S87_BA00050SEN_0211_30

7. Activating the check box in the **Assign** column assigns the aggregated tank to a tank group. Deactivate the check box to undo the assignment.
8. Click to save your entries. Click to abort the process.

13.4.5 Configuring aggregated tank freeze events

For details → 104.

13.4.6 Changing an aggregated tank

For details → 29.

13.4.7 Deleting an aggregated tank

For details → 31.

13.4.8 Copying an aggregated tank

For details → 32.

13.5 Managing tank types

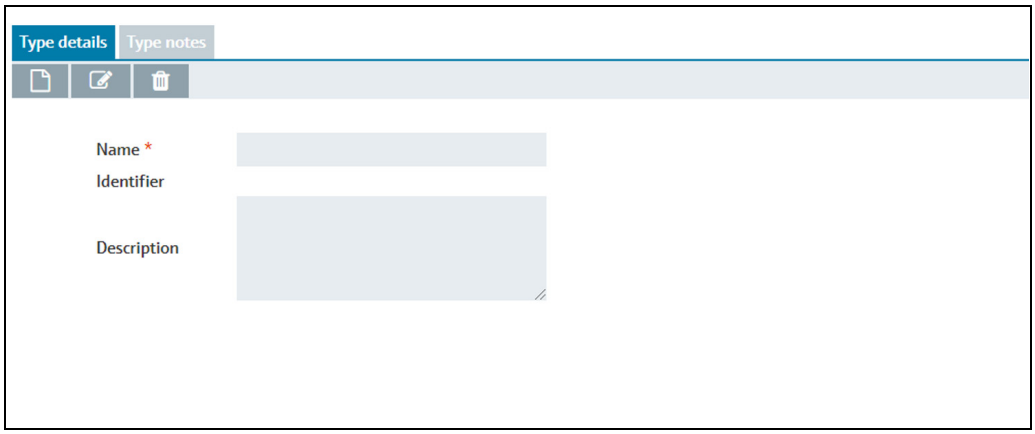
Only people whose user role is configured as **Master data** can create, change and delete tank types.

You can manage tank types for all existing containers like **tanks**, **silos** and **objects**.

13.5.1 Creating, changing and deleting a tank type

Creating a tank type

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank type** menu item.
3. The detail view is displayed in the Application window.
4. In the lower section of the application window, select the **Type details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



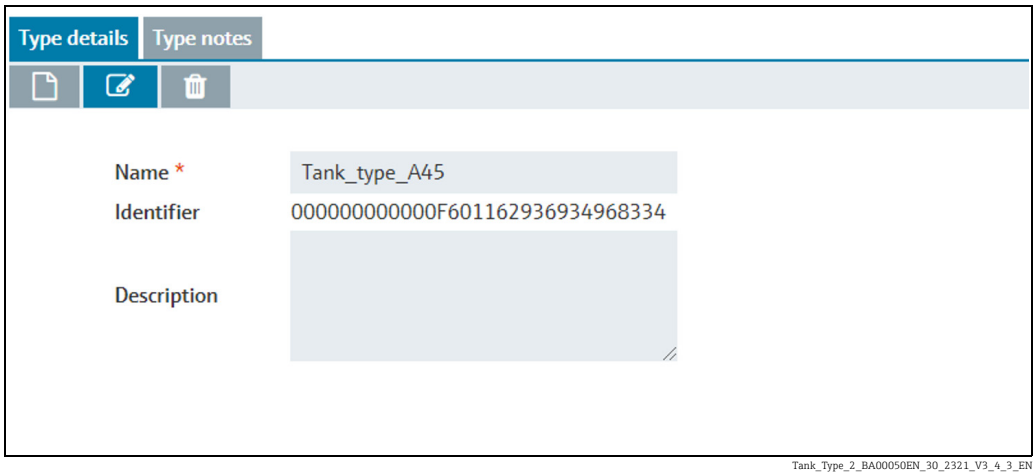
7. Here, you can enter or see the following data regarding the tank type

– **Name** (obligatory)
– **Identifier**: automatically created unique number to identify the tank type
– **Description**: you can enter a multiline description here.

8. Click to save your changes. Click to abort the process.

Changing a tank type

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank type** menu item.
3. The detail view is displayed in the Application window.
4. In the lower section of the application window, select the **Type details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



7. Here, you can enter or see the following data regarding the tank type

– **Name** (obligatory)
– **Identifier**: automatically created unique number to identify the tank type
– **Description**: you can enter a multiline description here.

8. Click to save your changes. Click to abort the process.

Deleting a tank type

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank type** menu item.
3. The detail view is displayed in the Application window.
4. In the lower section of the application window, select the **Type details** tab.
5. Click the button.
6. The prompt "Do you really want to delete?" is displayed.
7. Click **OK** to delete the tank. Click **Cancel** to abort the process.

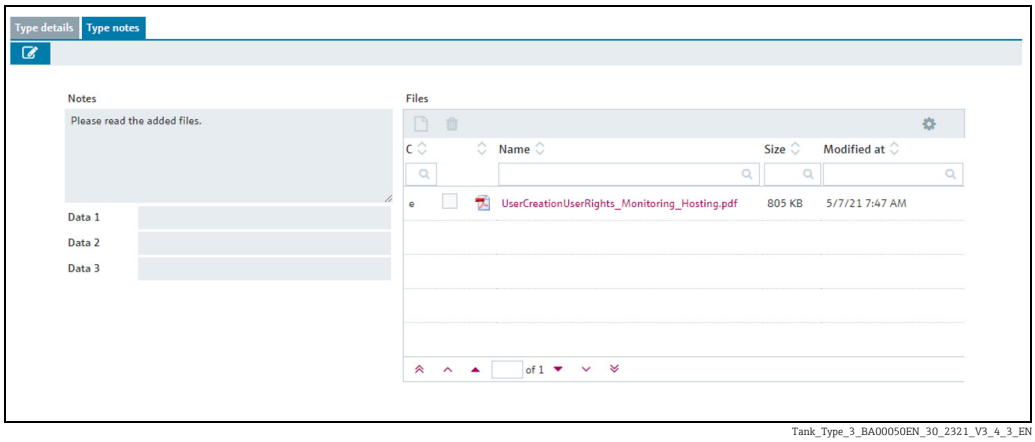
13.5.2 Adding, opening and deleting files and other information for a tank

Using the **Type notes** tab, you can add additional information for a tank type and a maximum of five files.

The files must meet the following requirements:
- File formats supported: doc, xls, pdf, ppt, jpg, gif, png, bmp or txt.
- Maximum file size: 5 MB

Adding a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank type** menu item.
3. In the table, click the tank for which you want to add a file.
4. Select the **Type notes** tab.
5. Click the button.



Tank_Type_3_BA00050EN_30_2321_V3_4_3_EN

6. The **Type notes** tab is displayed in the edit mode.
7. Enter a description for the **Notes**, **Data 1**, **Data 2** and **Data 3** fields.
8. Click the button in the table.
9. The **Upload new file** dialog box is displayed.
10. Click the **Search** button.
11. Select the **File** in your directory. The file name is displayed in the **Name** column in the table.
12. Select the desired **Classification**.

The **Classification** allows to distinguish between internal and external usage.

13. Click the **Upload new file** button.
14. The file is listed in the table with information on the file format, file name, file size and the date the file was last changed.

Opening or saving a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank type** menu item.
3. Select the **Type notes** tab.
4. Click the **File name** (hyperlink) in the **Name** column in the table.
5. A dialog box opens. Here you can choose whether you want to open the file or save it.
6. Click **OK** to open or save the file. Click **Cancel** to abort the process.

Deleting a file

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank type** menu item.
3. Select the **Type notes** tab.
4. Click the button.
5. The **Type notes** tab is displayed in the edit mode.
6. In the table, enable the check box for the file that you want to delete.
7. Click the button.
8. The prompt "Do you really want to delete?" is displayed.
9. Click **OK** to delete the file. Click **Cancel** to abort the process.
10. Click to save your changes. Click to abort the process.

The file is only deleted if you save your changes by pressing the button.

You can change or delete descriptions in the **Notes**, **Data 1**, **Data 2** and **Data 3** fields in the editing mode. Click to save the changes.

13.6 Managing locations

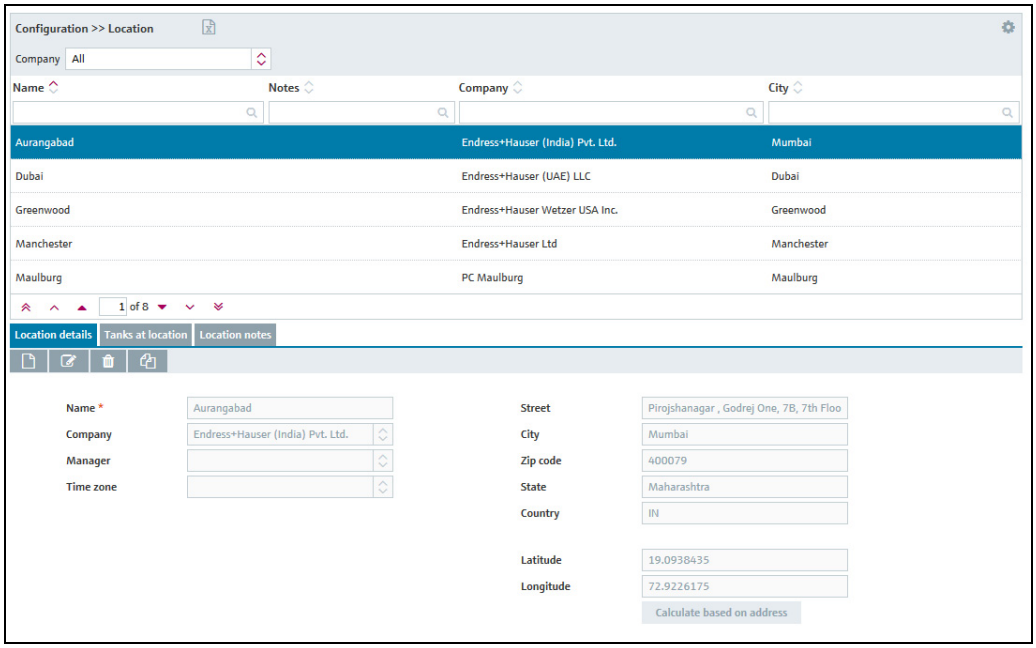
Only people whose user role is configured as **Master data** can create, change and delete locations.

13.6.1 Creating a location

A tank must be created before you can assign this tank to a location.

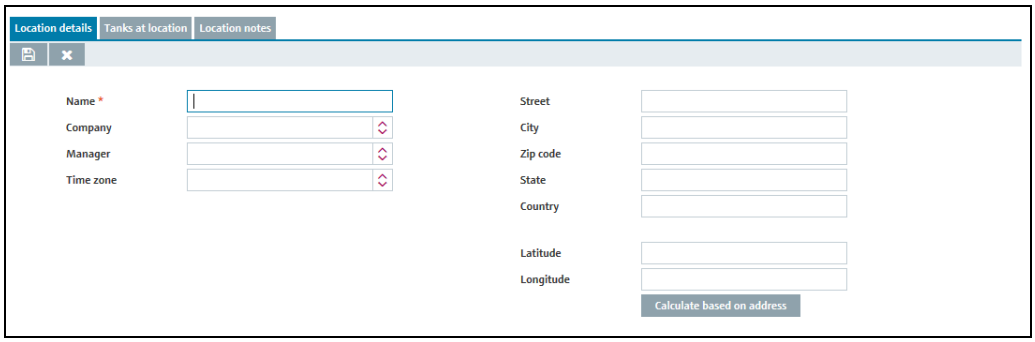
However, you can first create the location and then assign the tanks to a location at a later date.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Location** menu item.
3. The following detail view is displayed in the Application window:



Konfiguration_Standort_BA00050SEN_30

4. In the lower section of the application window, select the **Location details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



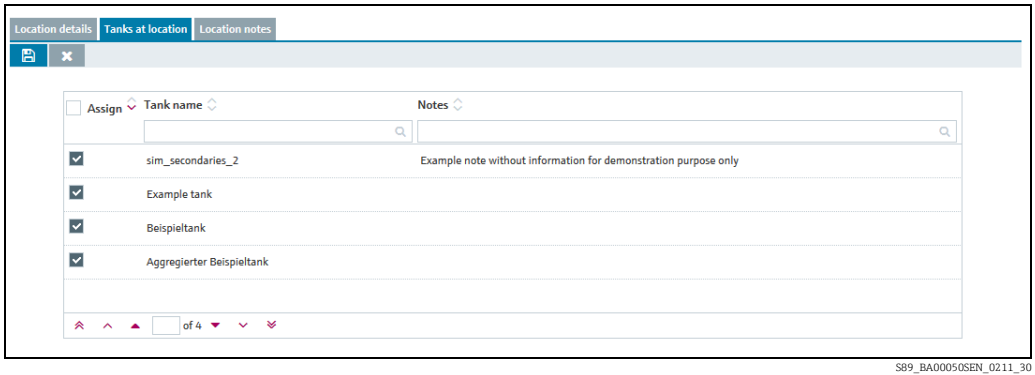
S88-2_BA00050SEN_0211_30

7. Here, you can enter data for the location such as:

- **Name** (obligatory): Unique identifier of the location
- **Company**: Select the company from the picklist.
- **Manager**
- **Time zone**: Select the time zone for the location from the picklist.
  All time data, particularly time stamps for measurements for tanks at this locations are displayed in this time zone. There is also the preferred time zone for users that is used for time information for events.
- **Street**
- **City**
- **Zipcode**
- **State**
- **Country**
- **Longitude** and **Latitude**: You can save the geographical coordinates for this location here (→ 126). These coordinates are used to display the location on the overview map (→ 86).
- **Calculate based on address**: The longitude and latitude are calculated automatically (→ 127).
  These coordinates are used to display the location on the overview map (→ 86).

A prerequisite for the display of the fields **Latitude** and **Longitude** is that the menu item **Map** is activated. You can activate the menu item **Map** by yourself (→ 162).

8. Click to save your changes. Click to abort the process.
9. Select the **Tanks at location** tab.
10. Click the button.
11. The tab is displayed in the edit mode.



S89_BA00050SEN_0211_30

12. Activating the check box in the **Assign** column assigns the tank to the location. The table shows the tanks which are already assigned to the location or which are not yet assigned to a location.
13. Click to save your changes. Click to abort the process.

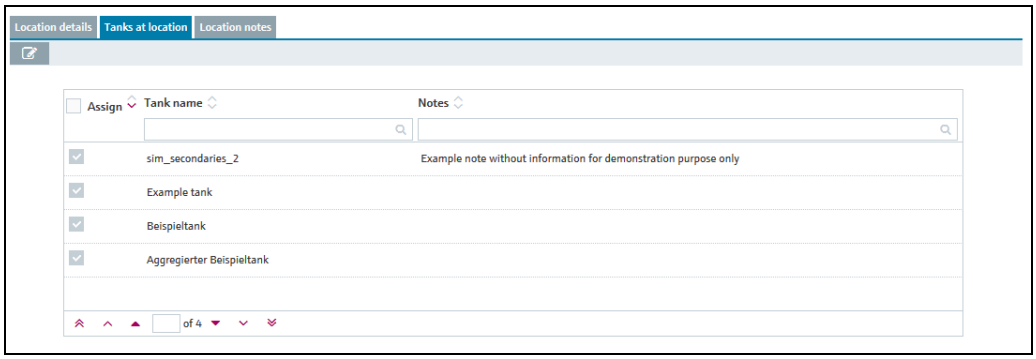
13.6.2 Adding, opening and deleting files and other information for a location

Using the **Location notes** tab, you can add additional information for a location and a maximum of five files. The information entered here and the attached files are also displayed in the "Workplace – Tank" view, **Notes and files** tab.

→ For information on adding, opening, saving or deleting a file, → 112.

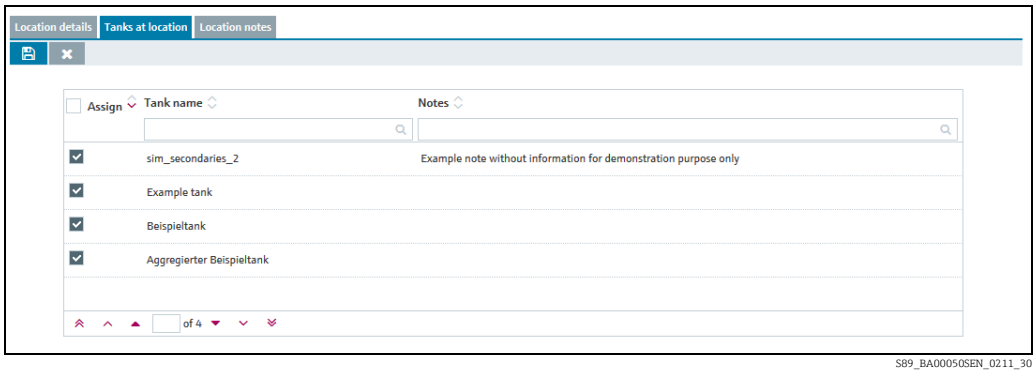
13.6.3 Changing location-tank assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Location menu** item.
3. In the overview table, click the location whose assignment you want to change.
4. Select the **Tanks at location** tab.



S90_BA00050SEN_0211_30

5. Click the button.
6. The tab is displayed in the edit mode.



S89_BA00050SEN_0211_30

7. Activating the appropriate check box in the **Assign** column assigns the tanks to the selected location. Deactivate the check box to undo the assignment.
8. Click to save your entries. Click to abort the process.

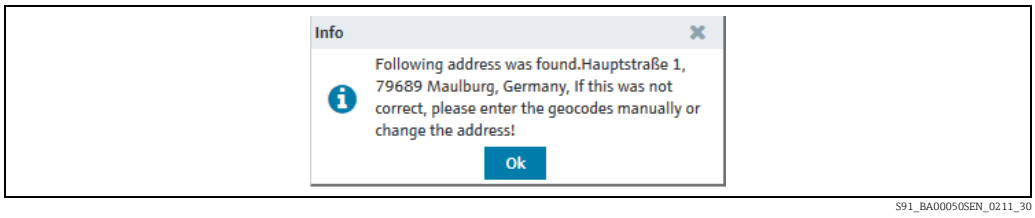
13.6.4 Computing the location automatically or entering it manually

If you change the address data, you must also update the longitude and latitude information.

You can either have the system compute the longitude and latitude automatically based on the address entered, or you can enter this information manually.

Computing the location automatically

1. Select the **Location details** tab.
2. Click the button.
3. The tab is displayed in the edit mode.
4. Click the **Based on address** button.
5. The longitude and latitude automatically computed are displayed in a window.



6. Click **OK** to confirm the longitude and latitude.

If the longitude and latitude cannot be computed because not enough address information is available, for example, the "Unknown or bad address. Please enter manually" message appears on the screen.

Entering the location manually

Enter the longitude and latitude in the corresponding fields.
The latitude must be between -85 and 85, and the longitude must be between -180 and 180.
You can enter a number with up to 16 decimal places.

13.6.5 Displaying the location on the map

For details → 86.

13.6.6 Changing a location

For details → 29.

13.6.7 Deleting a location

For details → 31.

You can only delete a location if no tanks are assigned to the location.

13.6.8 Copying a location

For details → 32.

13.7 Managing products

Only people whose user role is configured as **Master data** can create, change and delete products.

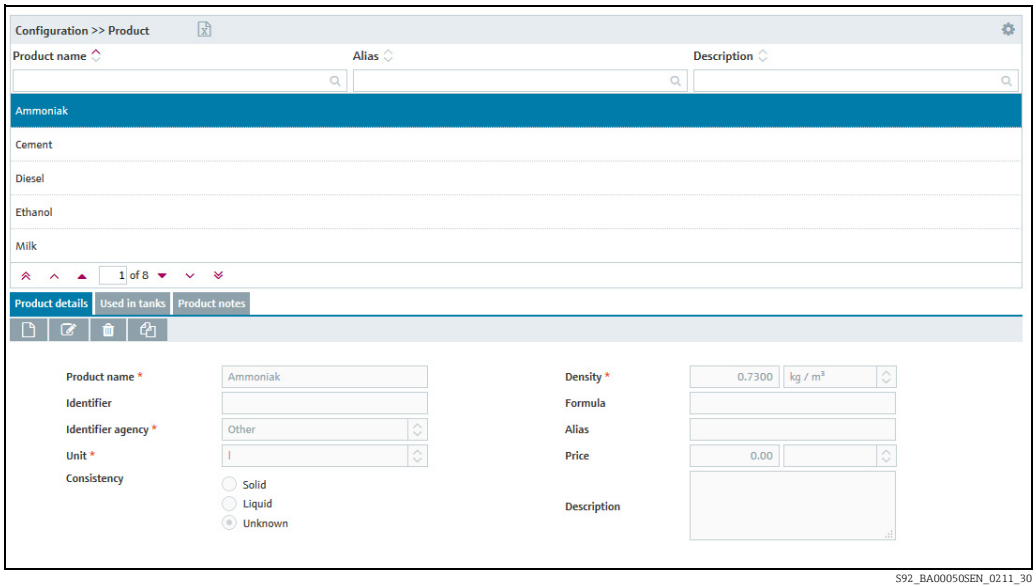
People whose user role is configured as **Product-Tank-Assignment** only can change product-tank assignments.

13.7.1 Creating a product

A tank must be created before you can assign a product to a tank.
However, you can first create the product and then assign the tanks to a product at a later date.

The **Product name** and the combination of the fields **Identifier** and **Identifier agency** may only be used once in the system.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Product** menu item.
3. The following detail view is displayed in the Application window:



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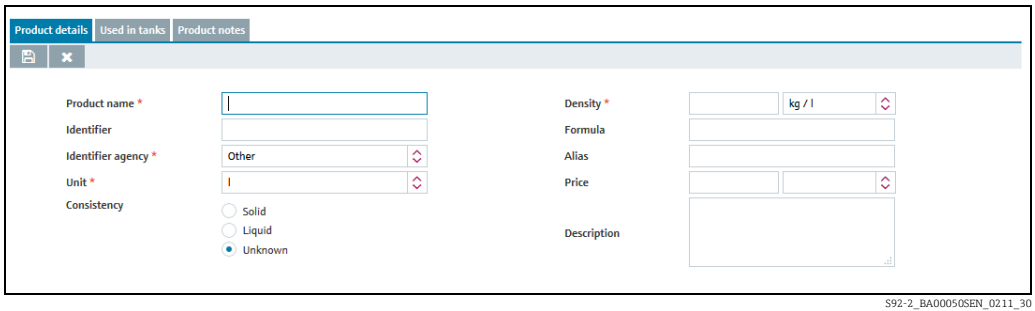
Depending on whether the Sync mode is enabled in the settings of the system properties (→ 160), three additional read-only fields are displayed: **Modified At**, **Modified By** and **Version No**.
When the Sync mode is enabled, the deletion of products is not allowed.

4. In the lower section of the application window, select the **Product details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



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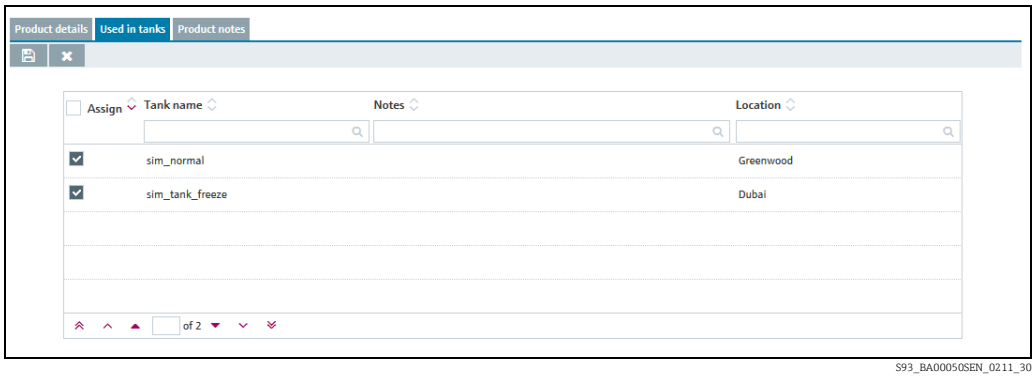
7. Here, you can enter data on the product such as:

- **Product name** (obligatory): unique identifier of a product
- **Identifier**: unique product ID to be used in the CIDX reports
- **Identifier agency** (obligatory): selection of organization responsible for managing the identifier for the companies. The selection complies with the CIDX standard. The identifier agency is required to create CIDX reports.
- **Units** (obligatory)
- **Consistency**
- **Density** (obligatory): the unit can be selected
- **Formula**: chemical formula of the product
- **Alias**: another name for the product, e.g. tradename etc.
- **Description**: you can enter a multiline description here.

8. Click to save your entries. Click to abort the process.
9. Select the **Used in tanks** tab.
10. Click the button.
11. The tab is displayed in the edit mode.

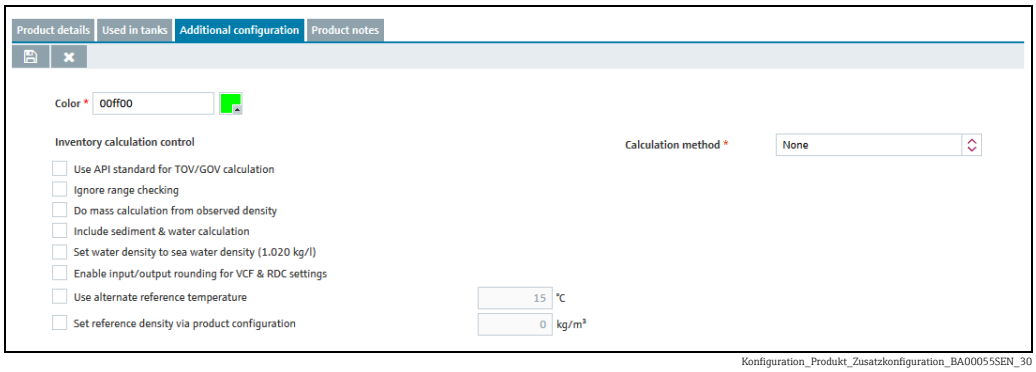


S93_BA00050SEN_0211_30

12. Activating the check box in the **Assign** column assigns the product to the tank.
The table shows the tanks which are already assigned to the product or which are not yet assigned to a product.
13. Click to save your entries. Click to abort the process.

The following steps only apply if the Sync mode (with Tankvision Professional) is enabled in the settings of the system properties (→ 160).
For details, refer to the documentation of Tankvision Professional.

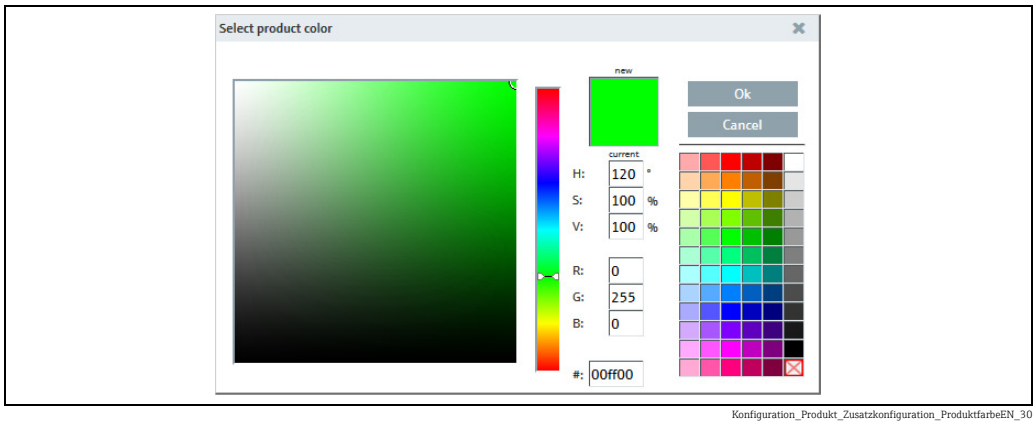
14. Select the **Additional configuration** tab.



Konfiguration_Produkt_Zusatzkonfiguration_BA00055SEN_30

15. Click the button.
16. The tab is displayed in the edit mode.
17. Here, you can enter data on the product such as:

- **Color** (obligatory): Select the product color by either entering the color code or click on to open the **Select product color** window.



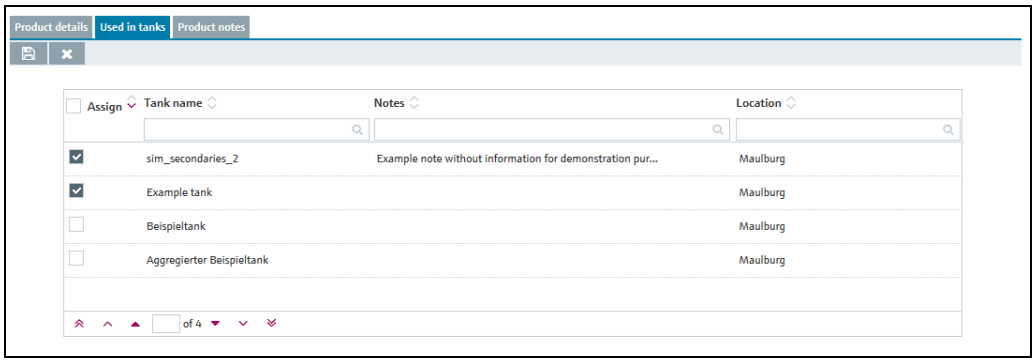
Konfiguration_Produkt_Zusatzkonfiguration_ProduktfarbeEN_30

- **Calculation method** (obligatory): Select the calculation method used for the product. Depending on the selected calculation method, further fields might be displayed for entering coefficients/linearization factors.
  For details, refer to the documentation of Tankvision Professional.
- **Inventory calculation control**: For details, refer to the documentation of Tankvision Professional.

18. Click to save your entries. Click to abort the process.

13.7.2 Changing product - tank assignment

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Product** menu item.
3. In the table, click the product for which you want to change the assignment.
4. Select the **Used in tanks** tab.
5. Click the button.
6. The tab is displayed in edit mode in the lower section of the Application window:



7. Activating the check box in the **Assign** column assigns the selected product to a tank. Deactivate the check box to undo the assignment.
   The table shows the tanks which are already assigned to the product or which are not yet assigned to a product.
8. Click [save] to save your entries. Click [cancel] to abort the process.

13.7.3 Changing a product

For details → 29.

13.7.4 Deleting a product

For details → 31.

You can only delete a product if the product is not assigned to a tank. The [delete] symbol is only displayed for a product which can be deleted.

13.7.5 Copying a product

For details → 32.

13.8 Managing tank groups

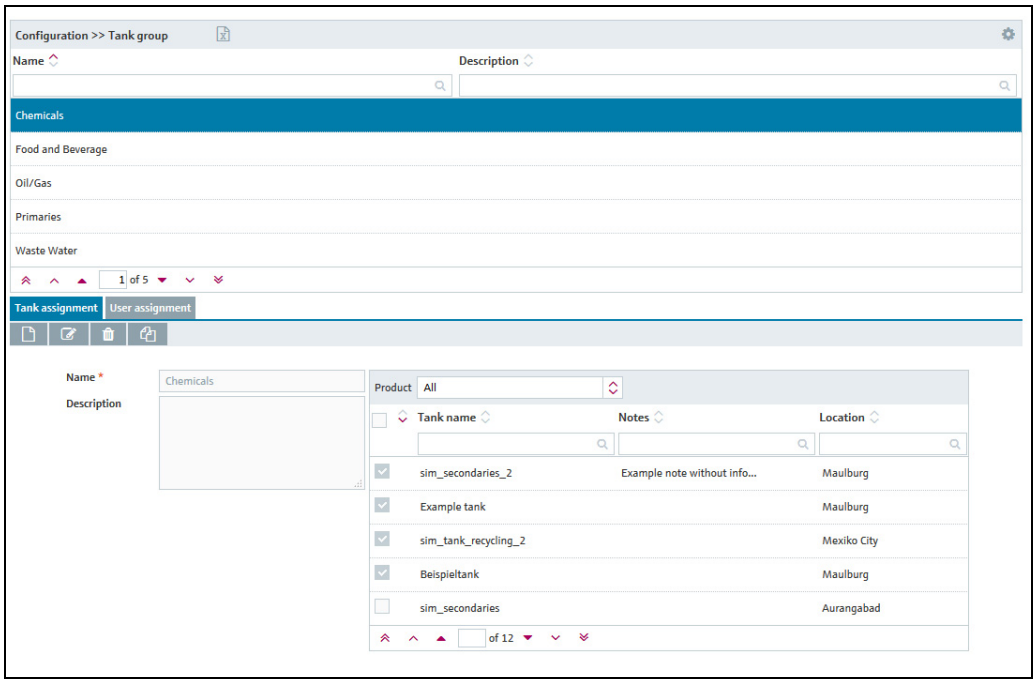
Only people whose user role is configured as **Master data** can create, change and delete tank groups.

Depending on your configuration, **Object groups** are displayed instead of **Tank groups**. For more information refer to → 163.

Tank groups are used to organize tanks and to assign authorized users to the tanks. In the **Tank assignment** tab, you create tank groups and assign tanks to the groups. You can assign one or more users to the tank group using the **User assignment** tab. In the **User assignment** tab, you also specify the tank events for which the user should receive notification.

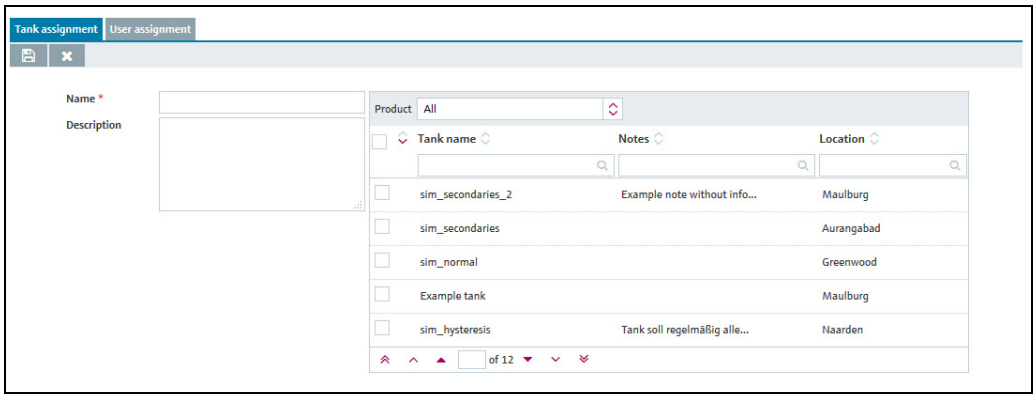
13.8.1 Changing tank groups

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank group** menu item.
3. The following detail view is displayed in the Application window:



S95_BA00050SEN_0211_30

4. In the lower section of the Application window, select the **Tank assignment** tab.
5. Click the button.
6. The tab is displayed in edit mode.



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7. Here, you can enter data on the tank group such as:

- **Name** (obligatory): unique identifier of the tank group
- **Description**: you can enter a multiline description here.
- **Assignment**: by means of the table, you can activate the check boxes to assign the corresponding tanks to this tank group.

8. Click to save your entries. Click to abort the process.
9. Select the **User assignment** tab to assign the tank groups to a user (→ 132).

13.8.2 Assigning users to a tank group and setting up notifications for tank events

You can assign one or more users to the tank group using the **User assignment** tab. On this tab you can also specify the tank events which the user should be informed about.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank group** menu item.
3. Select the **User assignment** tab.
4. Click the button.
5. The tab is displayed in edit mode.

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6. Activating the check box in the **Assign** column assigns a user to the tank group. Deactivate the check box to undo the assignment. The assigned tank groups are listed in the "Workplace – Tank" view.
7. Activate the **By E-Mail** check box if you want the user to also be informed about tank events by e-mail. The e-mail connection must be set up for SupplyCare before the user can be notified by mail (→ 184).
8. Enable the check boxes corresponding to the events for which the user should receive notification.

- **PP** (plan point)
- **SP** (ship point)
- **SST** (safety stock)
- **TF/OF** (Tank freeze/object freeze): comprises all the information regarding tank freeze/object freeze events
- **PDL** (planned delivery/disposal loop): comprises all the new deliveries/disposals which have been planned or deleted
- **PDE** (planned delivery/disposal events): comprises all the early, late, missed and completed deliveries/disposals
- **S.Lim1/S.Lim2** (Secondary Limit 1/2)

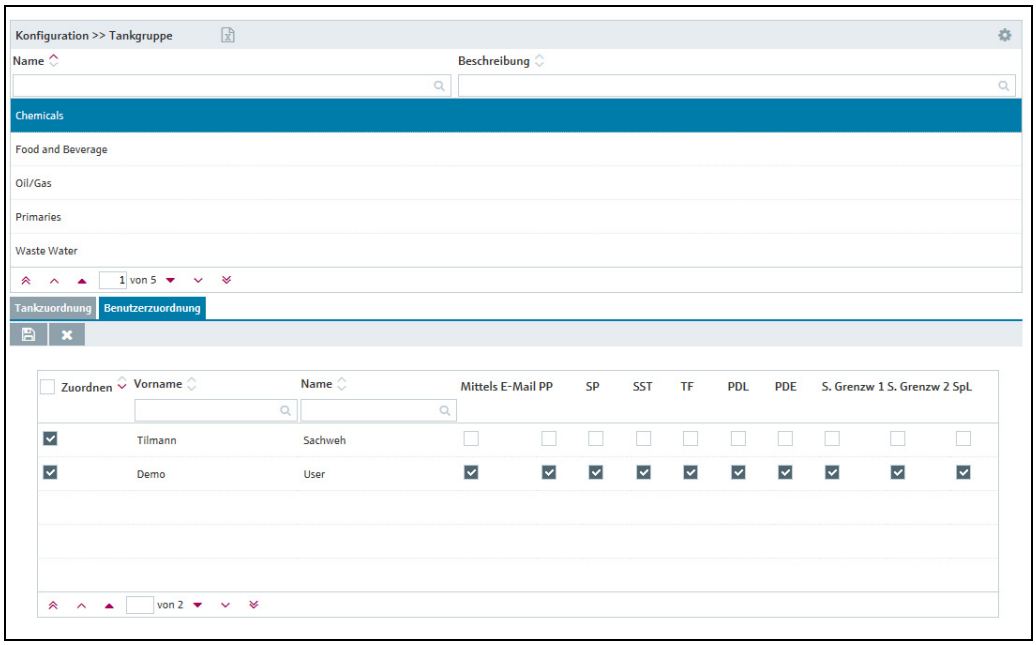
9. Click to save your entries. Click to abort the process.

13.8.3 Sending test event e-mail (user assignment)

Only individuals with **Master data** configured as their user role can send test event e-mails.

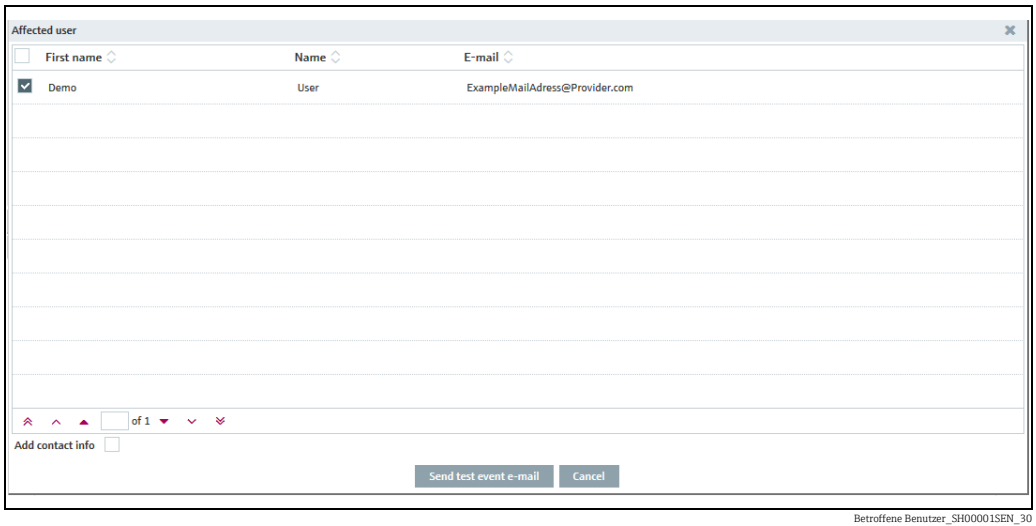
A test event e-mail is created in the language that corresponds to the language setting of the specific addressee in the **Configuration** menu, **User** menu item.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Tank group** menu item.
3. Select the **User assignment** tab.
4. The following detail view is displayed in the Application window:



Benutzerzuordnung_BA00055SEN_30

5. Click the **Send test event e-mail** button.
6. The **Affected user** dialog box appears. This lists all the users who are assigned to the selected tank group in the upper section of the Application window and whose check boxes are selected in the **By e-mail** table column.



Betroffene Benutzer_SH00001SEN_30

7. Select the check boxes for the users who should receive the test event e-mail and disable them for the users who should not receive the test event e-mail. Selecting the check box in the first row of the table selects all the users listed.
8. If you want to provide your e-mail address and phone number in the text of the test event e-mail, select the **Add contact info** check box on the bottom left under the table.
9. The **E-mail** and **Phone** fields are displayed.
10. The content of the fields is taken from the corresponding fields in the **Configuration** menu, **User** menu item. Overwrite the content if necessary.
11. Click the **Send test event e-mail** button to send the test event e-mail.Click **Cancel** to abort the process.

13.8.4 Changing tank groups

For details → 29.

13.8.5 Deleting tank groups

For details → 31.

13.8.6 Copying tank groups

For details → 32.

13.9 Managing linearization tables

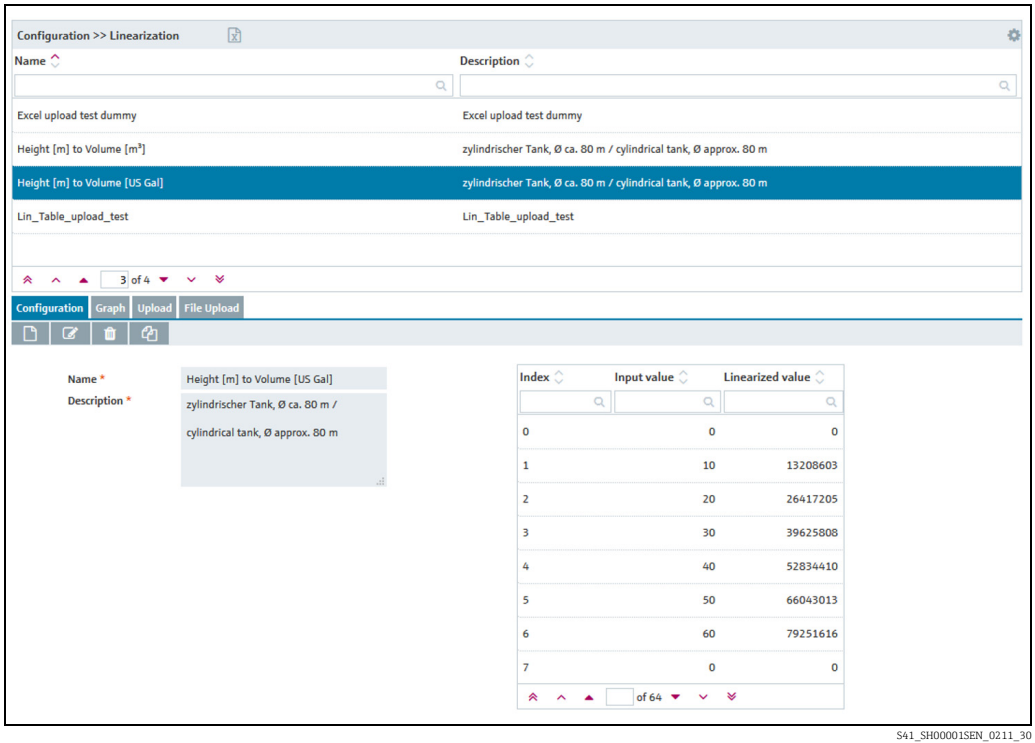
Only people whose user role is configured as **Master data** can create, change and delete linearization tables.

A linearization table is assigned to a device in the **Gateway configuration** menu (→ 187).

Within linearization there will be no extrapolation. Values exceeding the defined range will be linearized with the nearest point.

By means of a linearization table a measured value (X-value) is assigned the corresponding Y-value (a volume value, for example). A linearization table must have a minimum of 2 points and can have a maximum of 64 points. A point consists of an index, input level (X-value) and input volume (Y-value).

1. In the Navigation window, click the **Configuration** menu.
2. Click the **Linearization** menu item.
3. The following detail view is displayed in the Application window:



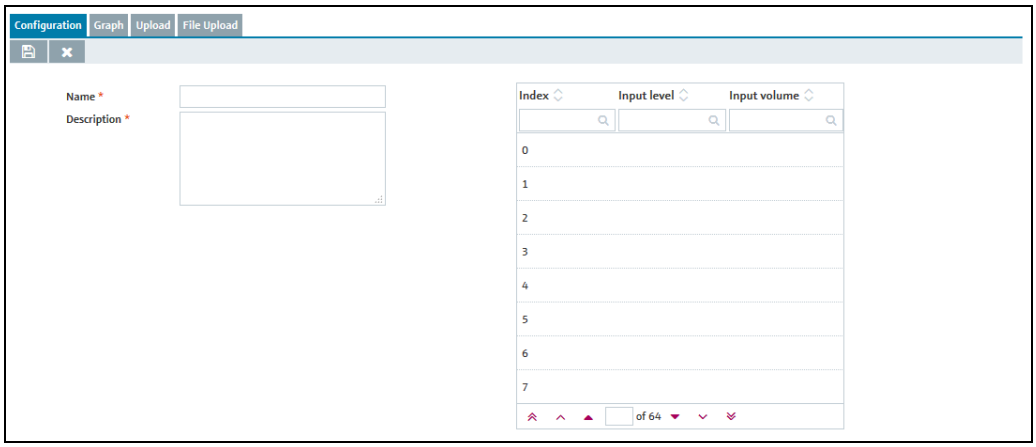
S41_SH00001SEN_0211_30

4. In the lower section of the Application window, select the **Configuration** tab.

13.9.1 Creating, changing and deleting a linearization table

Creating a linearization table

1. In the Navigation window, click the **Configuration** menu.
2. Click the **Linearization** menu item.
3. Click the button.
4. The tab is displayed in edit mode in the lower section of the Application window:



S42_SH00001SEN_0211_30

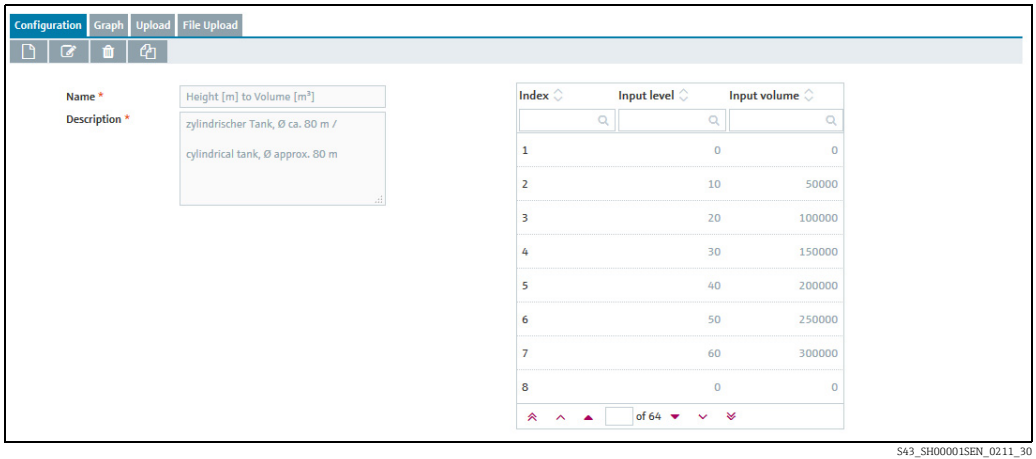
5. Here, you can enter data for the linearization table:

- **Name** (obligatory)
- **Description** (obligatory): you can enter a multiline description here.
- **Index**: specifies the index in the table.
- **Input level**: enter the level value.
- **Input volume**: specify the volume value belonging to the level value.

6. Click to save your entries. Click to abort the process.
7. Select the **Graph** tab to view the linearization table you entered as a graph.

Changing a linearization table

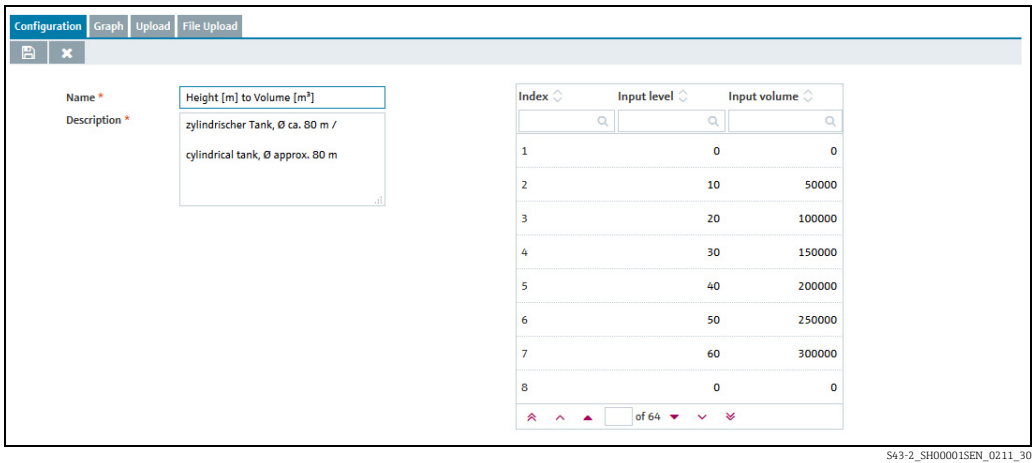
1. In the overview table, click the linearization table you wish to change.
2. The related tab is displayed in the lower section of the Application window:



S43_SH00001SEN_0211_30

3. Click the button.

4. The tab is displayed in the edit mode.



S43-2_SH00001SEN_0211_30

5. In the table, click the value (input level or input volume) you want to change. You can overwrite several values in succession or fill the table with more value pairs.

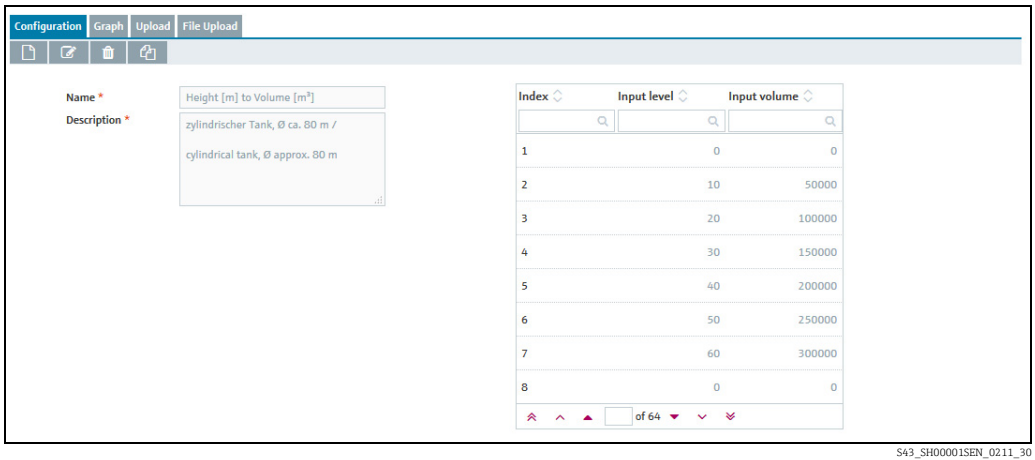
You cannot enter or delete lines in the table, or change the order of the value pairs.

6. Make your changes.
7. Click to save your entries. Click to abort the process.

Deleting a linearization table

You can only delete a linearization table if the linearization table is not assigned to a measuring device.

1. In the overview table, click the linearization table you wish to delete.
2. The related tab is displayed in the lower section of the Application window:

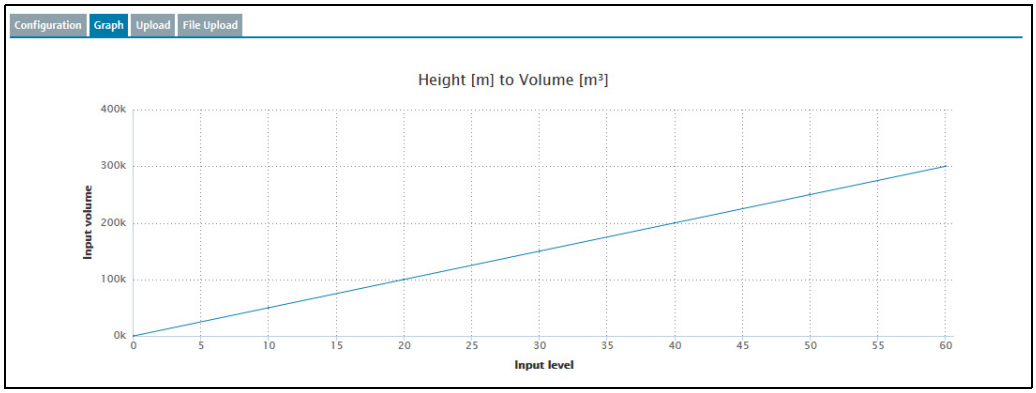


S43_SH00001SEN_0211_30

3. Click the button.
4. The prompt "Do you really want to delete?" is displayed.
5. Click the **OK** button to delete the linearization table. Click **Cancel** to abort the process.

13.9.2 Displaying a linearization table as a graph

1. In the overview table, click the linearization table you wish to view as a graph.
2. Select the **Graph** tab.
3. The selected linearization table is displayed as a graph:



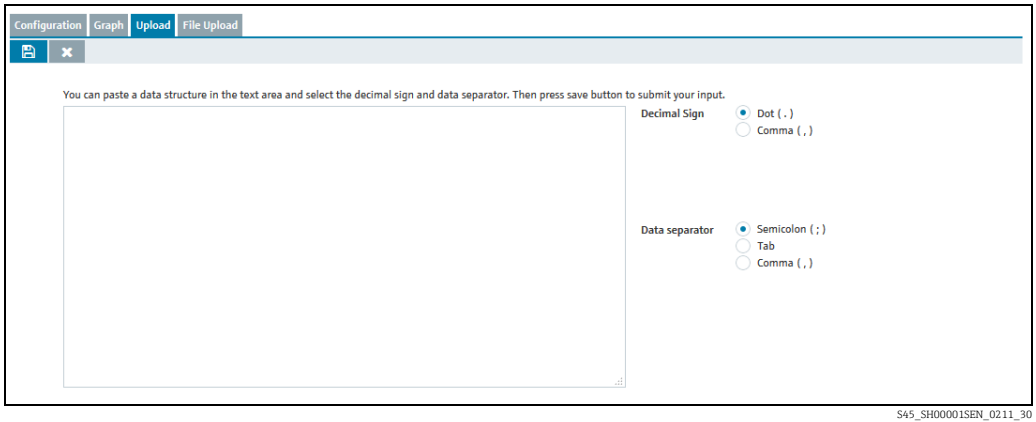
S44-2_SH00001SEN_0211_30

13.9.3 Uploading a linearization table

1. Select the **Configuration** tab.
2. Click the button.
3. The **Configuration** tab is displayed in edit mode.
4. Enter data for the following fields:

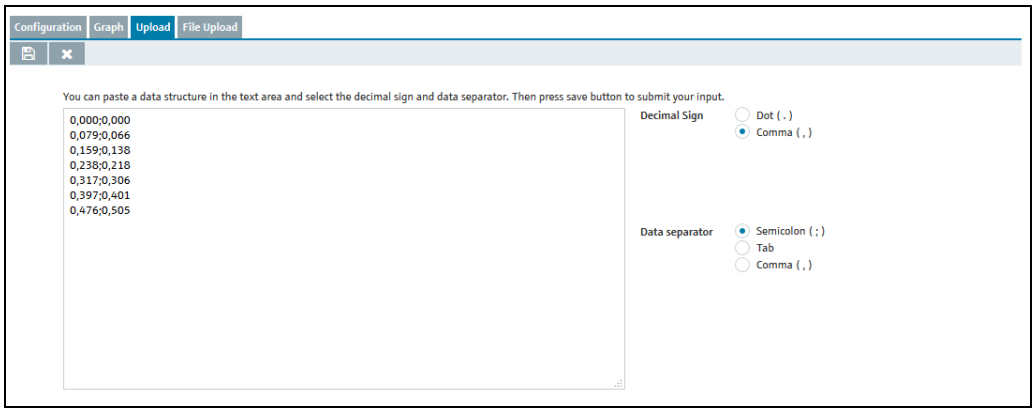
– **Name**: unique name of linearization table
– **Designation**

5. Click to save your entries. Click to abort the process.
6. Select the **Upload** tab.
7. Click the button.
8. The tab is displayed in the edit mode.



S45_SH00001SEN_0211_30

9. Copy a data structure into the text input area.
10. Specify the **Decimal sign** and the **Data separator**.



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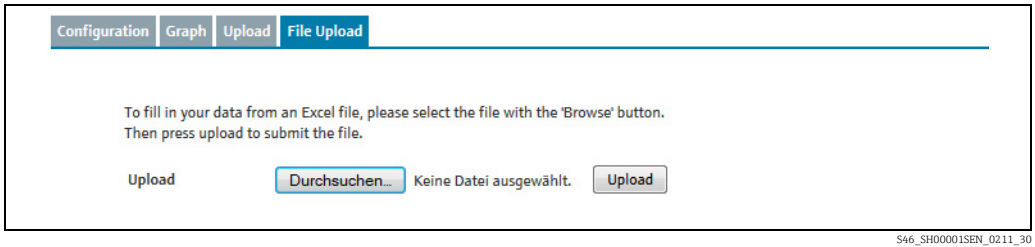
11. Click to save your entries. Click to abort the process.
12. f you save your entries, the following message appears:
Linearization data was saved successfully
13. Select the **Configuration** tab if you wish to view the uploaded values as a linearization table.
Select the **Graph** tab if you wish to view the uploaded values as a graph.

13.9.4 Uploading a linearization table as an Excel file

1. Select the **Configuration** tab.
2. Click the button.
3. The **Configuration** tab is displayed in edit mode.
4. Enter data for the following fields:

– **Name**: unique name of linearization table
– **Designation**

5. Click to save your entries. Click to abort the process.
6. Select the **File Upload** tab.
7. The tab is displayed in the lower section of the application window:



S46_SH00001SEN_0211_30

8. Click the **Browse** button.
9. Select the desired Excel file in your directory.
The Excel file must meet the following criteria and is read as follows:

	A	B	C
1	%	short tons	
2	0	0	
3	10	5.2	
4	20	10.3	
5	30	15.6	
6	40	20.8	
7	50	30.1	
8	60	40.3	
9	70	50.4	
10	80	59.8	
11	90	70.1	
12	100	80.2	
13			

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- The first line is used as a header. These data are not read.
- The Excel file may only consist of two columns. The values in the first column are read as X-values and the values in the second column are read as Y-values.
- There must be a numerical value in each cell. Text in a cell results in an error message.
- A pair of values consists of an X-value and a Y-value. An empty cell results in an error message.
- The Excel file may consist of a maximum of 64 value pairs.

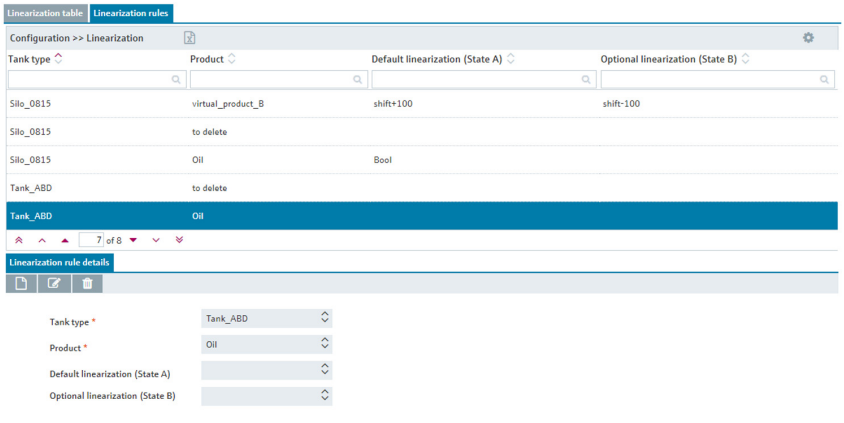
10. Click the **Upload** button.
11. Select the **Configuration** tab if you wish to view the uploaded values as a linearization table. Select the **Graph** tab if you wish to view the uploaded values as a graph.

13.10 Managing linearization rules

Depending on your system configuration, the additonal tab **Linearization rules** is available. The setting in the system property **gui.linearization.extended** is key to this.

Only people whose user role is configured as **Master data** can create, edit and delete linearization rules.

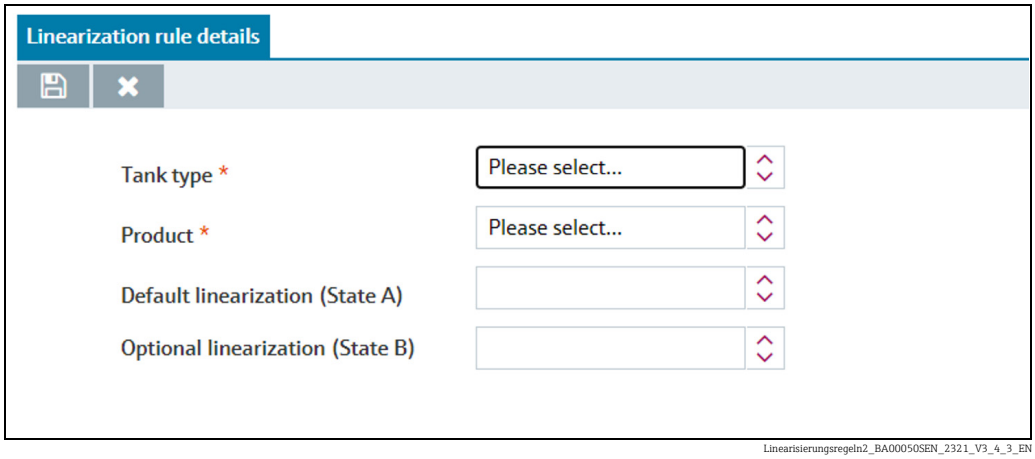
1. Click the **Configuration** menu in the Navigation window.
2. Click the **Linearization** menu item.
3. Select the **Linearization rules** tab.
4. The following detail view appears in the application window:



Linearisierungsregeln1_BA00050SEN_2321_V3_4_3_EN

13.10.1 Creating a new linearization rule

1. Click the button
2. The tab is displayed in edit mode in the lower part of the window.



Linearisierungsregeln2_BA00050SEN_2321_V3_4_3_EN

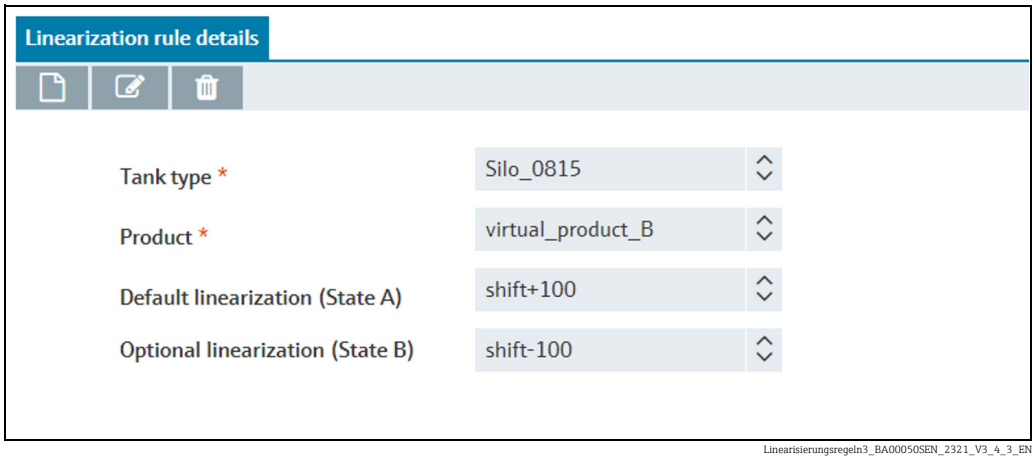
Here, you can select or see the following data:

- **Tank type**: (obligatory) A drop down list which contains all configured tank types inside the contract.
- **Product**: (obligatory) A drop down list which contains all current configured products inside the contract.
- **Default linearization (State A)**: A dropdown list which contains all declared linearizations for the contract.
- **Optional linearization (State B)**: A dropdown list which contains all declared linearizations for the contract.

3. Click to save your entries. Click to abort the process.

13.10.2 Editing a linearization rule

1. Click the button
2. The tab is displayed in edit mode in the lower part of the window.



Linearisierungsregeln3_BA00050SEN_2321_V3_4_3_EN

Here, you can select or see the following data:

- **Tank type**: (obligatory) A drop down list which contains all configured tank types inside the contract.

- **Product**: (obligatory) A drop down list which contains all current configured products inside the contract.
- **Default linearization (State A)**: A dropdown list which contains all declared linearizations for the contract.
- **Optional linearization (State B)**: A dropdown list which contains all declared linearizations for the contract.

3. Click to save your entries. Click to abort the process.

13.10.3 Deleting a linearization rule

1. Click the button.
2. The prompt "Do you really want to delete?" is displayed.
3. Click **OK** to delete the linearization rule. Click **Cancel** to abort the process.

13.11 Managing units

13.11.1 Changing number of places after the decimal point

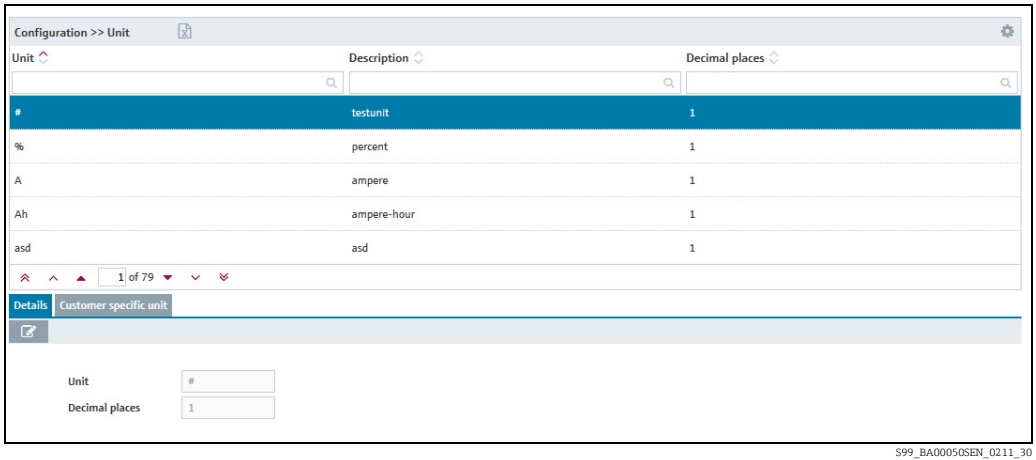
Only people whose user role is configured as **Master data** can change the number of places after the decimal point for the units.

In the **Unit** menu item, you specify the number of places after the decimal point for the various units.

The **Unit** menu item lists all the units along with their description, number of decimal places and unit type. "Customer-specific" types of units cannot be converted to another unit. Customer-specific units are for display purposes only.

The button in the table header opens a context menu. Via this context menu, you can show and hide the **Unit type** column in the overview table.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Units** menu item.
3. The following detail view appears in the application window:



S99_BA00050SEN_0211_30

The table displays all units along with their description and number of places after the decimal point.

4. Select the unit in the table for which you want to change the number of places after the decimal point.
5. Click the button.

6. The tab is displayed in edit mode in the lower part of the window.
7. Enter the desired number in the **Decimal places** field.
8. Click to save your entries. Click to abort the process.

13.11.2 Managing customer-specific units

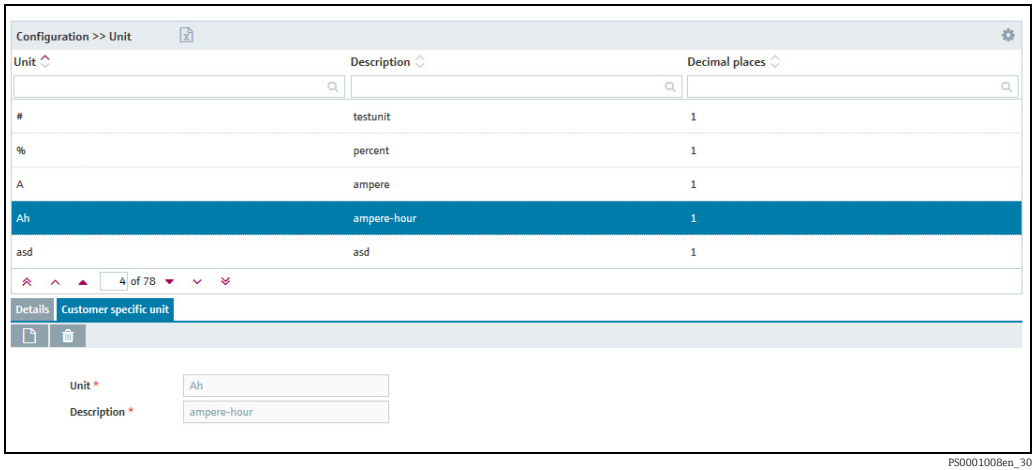
Only people whose user role is configured as **System administrator** or **Local system administrator**, with the additional role of **Master data**, can create customer specific units.

Customer specific units are used for display purposes only and are not translated or converted.

In the **Customer specific unit** tab, you can create and delete customer specific units. Customer-specific units are automatically assigned to the "Customer-specific" unit type.

The button in the table header opens a context menu. Via this context menu, you can show and hide the **Unit type** column in the overview table.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Unit** menu item.
3. Select the **Customer specific unit** tab
4. The following view is displayed in the Application window:



PS0001008en_30

5. Click the button.
6. The tab is displayed in the edit mode.
7. Enter the customer-specific unit in the **Unit** field.
8. Enter a description in the **Description** field.
9. Click to save your entries. Click to abort the process.

13.11.3 Deleting a customer-specific unit

You can delete a customer-specific unit if the button is displayed in the **Customer specific unit** tab.

The customer-specific unit must meet the following requirements before you can delete the unit:
- It must be a customer-specific unit.
- The unit is not assigned to any tank as a unit.
- The unit is not assigned to any measuring point (**Measuring point details** tab, **Unit (for application)** field).

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Unit** menu item.
3. Select the **Customer specific unit** tab.
4. In the overview table, select the customer-specific unit you wish to delete.
5. Click the button.
6. The prompt "Do you really want to delete?" is displayed.
7. Click **OK** to delete the entry. Click **Cancel** to abort the process.

13.12 Managing a report

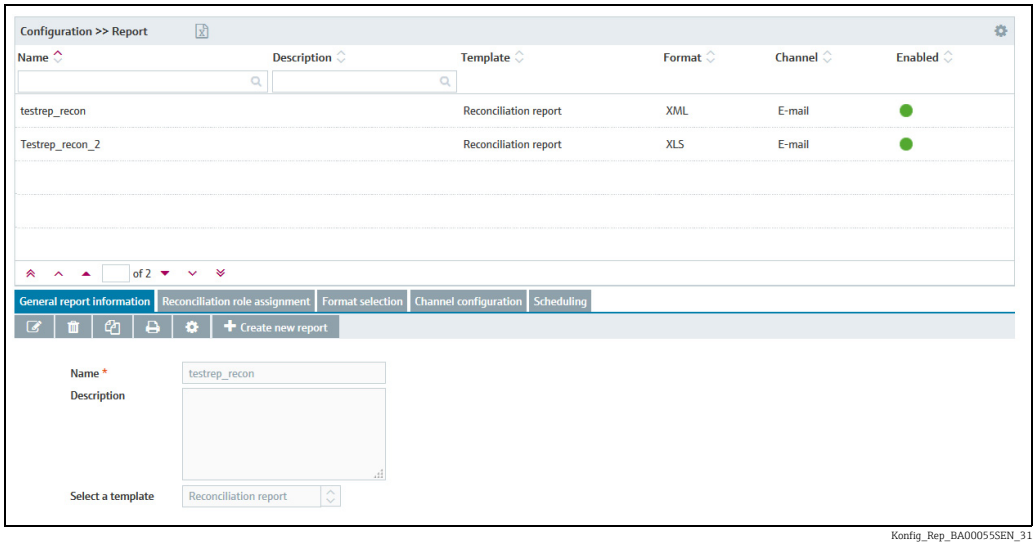
Only people whose user role is configured as **Master data** can set up, change or delete reports.

To use automatic data exchange in CIDX format, a server to receive the files must be set up on the receiver side. The URL, user name and password of the receiver side must be known.

You can schedule up to 50 reports.

Manual values are always marked with the text **MAN**.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu item.
3. The following detail view is displayed in the Application window:



Konfig_Rep_BA00055SEN_31

Format CIDX and CSV
The generated CIDX and CSV files have the following format:
<report.name>_<timestamp "yyyyMMdd_HHmmss">.<suffix>

Example: report1_20100505_1634031.xml
CIDX: The CIDX format used is "InventoryActualUsage, Version 4".

The CSV files have the following structure:

Tank name	Time stamp	Value	Unit	Optimum	Plan point	Ship point	Safety stock
Tank 1	12.06.2009 17:20	920.0	l	1000	100	80	50

Validate CIDX

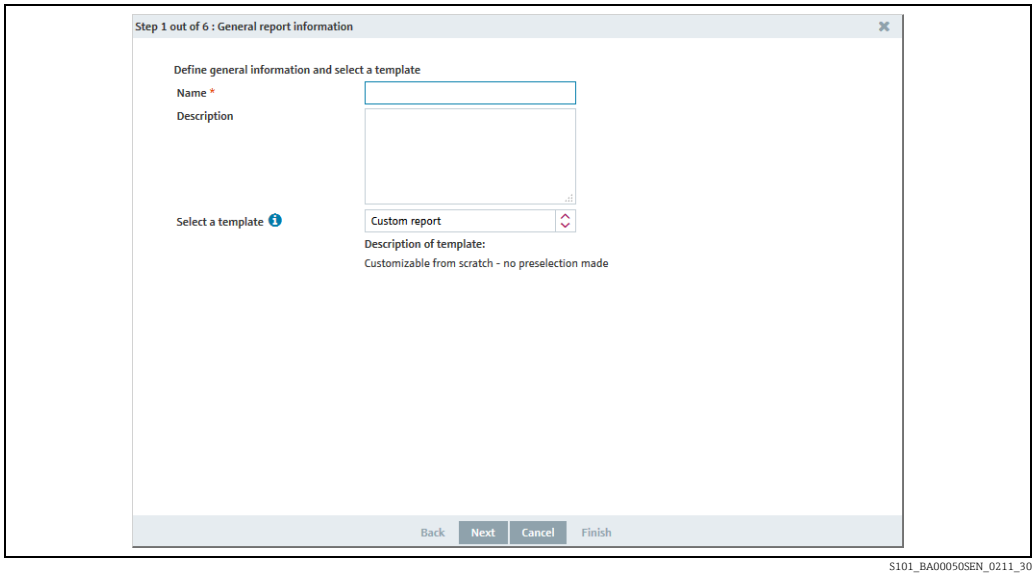
Once you have assigned the tanks to the report, validation is performed to check whether the configuration complies with CIDX specifications. The following checks are performed:

- Is a supplier assigned to the tank?
- Is a buyer assigned to the tank?
- Is a location assigned to the tank?
- Is a product assigned to the tank?
- Is a company assigned to the location?
- Is an identifier and identifier agency set for the buyer?
- Is an identifier and identifier agency set for the supplier?
- Is an identifier and identifier agency set for the product?
- Is an identifier and identifier agency set for the company of the location?
- Is a measuring point assigned to the tank?

13.12.1 Creating a report

Using the Report Wizard, you can create a report. You can use different report templates.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu item.
3. In the lower section of the Application window, select the **General report information** tab.
4. Click the **Create new report** button. The **General report information** dialog box appears:



S101_BA00050SEN_0211_30

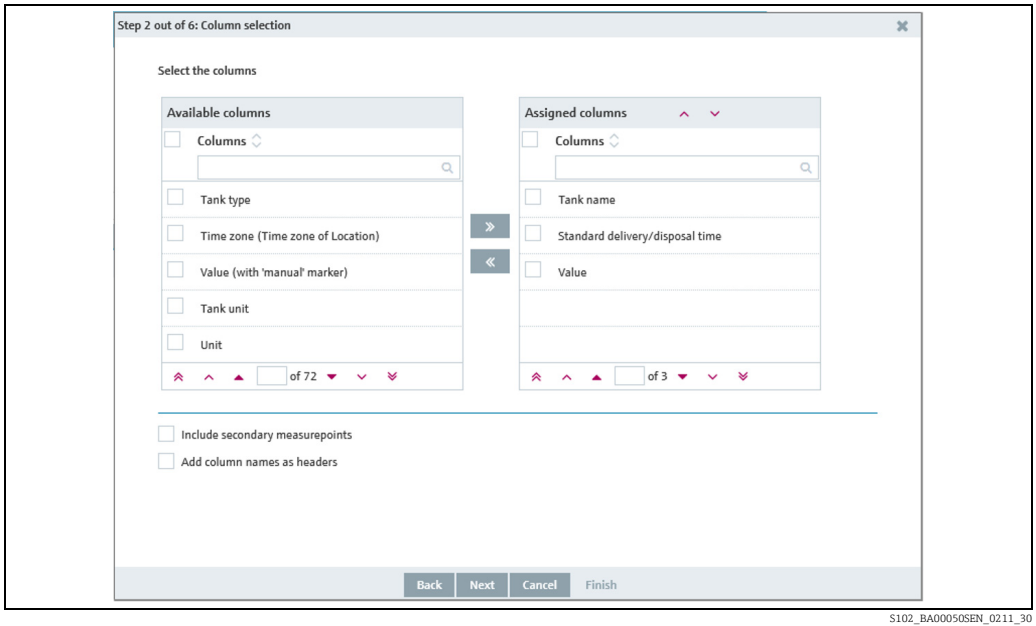
5. Here, you can enter general data on the report such as:

- **Name** (obligatory): unique identifier
- **Description**: you can enter a multiline description here.

- **Select a template**: select the template for the report here.

The report template **Secondary report** has been especially set up for secondary values. You can compile secondary values for a report here. In this template, all parameters that match a secondary value are preselected, as well as all secondary values and the primary value. The primary value can also be excluded from the report. A configured compilation of primary value, secondary values and parameters is stored and can be reused.

6. Click the **Next** button. The **Column selection** dialog box is displayed:



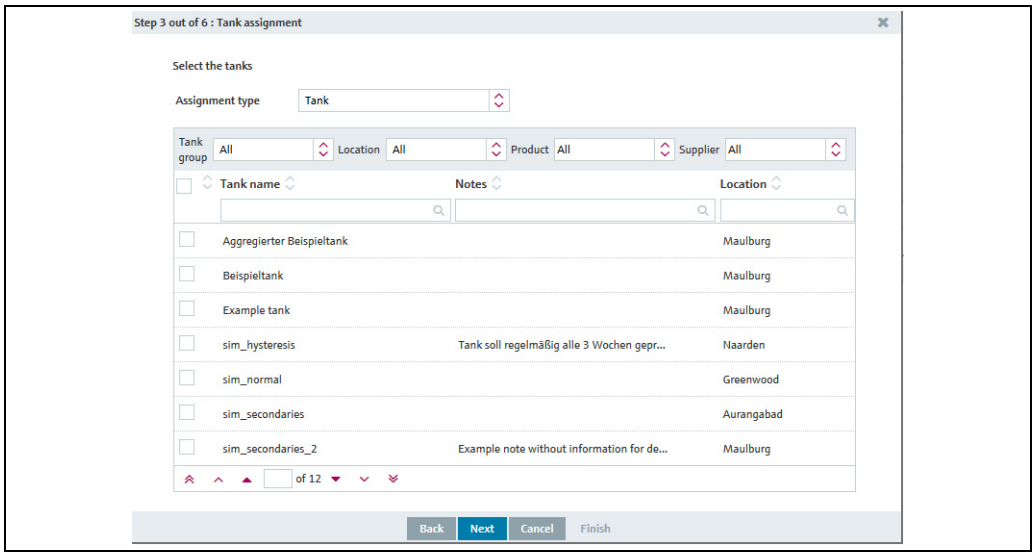
S102_BA00050SEN_0211_30

7. Here you can select the information (columns) which should be analyzed in the report.

If **Manual values** shall also be displayed in the report the column **Value (with manual marker)** has to be selected additionally.

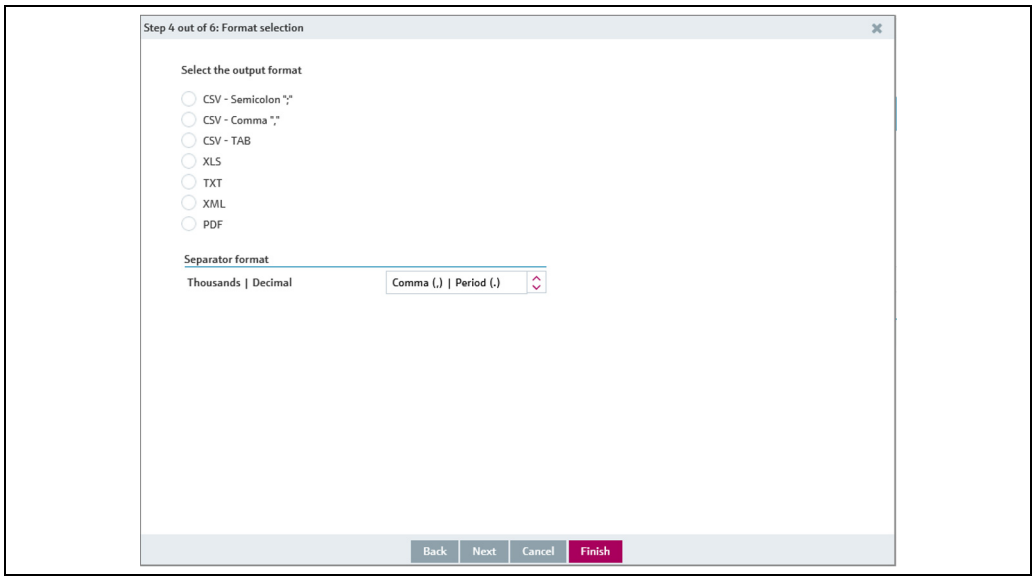
- **Available columns**: this lists all the columns that can be analyzed in the report. If you want to add a column, enable the check box for the corresponding column and click the » button. If you want to select all the columns, enable the uppermost check box beside the columns.
- **Assigned columns**: this lists all the columns that are analyzed in the report. If you want to remove a column, enable the check box for the corresponding column and click the « button. If you want to select all the columns, enable the uppermost check box beside the columns.
  If you want to change the order of the columns, select the corresponding column and click the ▼ or ▲ button.
- **Include secondary values**: the secondary values are also displayed. If this option is selected, no secondary values can be excluded from the report. If you want to select specific secondary values, choose the template Secondary report in step 1.
- **Add column names as headers**: the column names are used as headers.
- **Header language**: choice of language for the column names in the header of the report. The language from your user preferences is used as the default language. If no language is selected in the user preferences, the column names are in English.

8. Click the **Next** button. The **Tank assignment** dialog box is displayed:



S102-2_BA00050SEN_0211_30

9. By means of the table, you can activate the check boxes to assign the corresponding tanks to this report.
10. Click the **Next** button. For CIDX and CSV reports, validation is performed to check whether the configuration complies with the specifications. The **Format selection** dialog box is displayed:

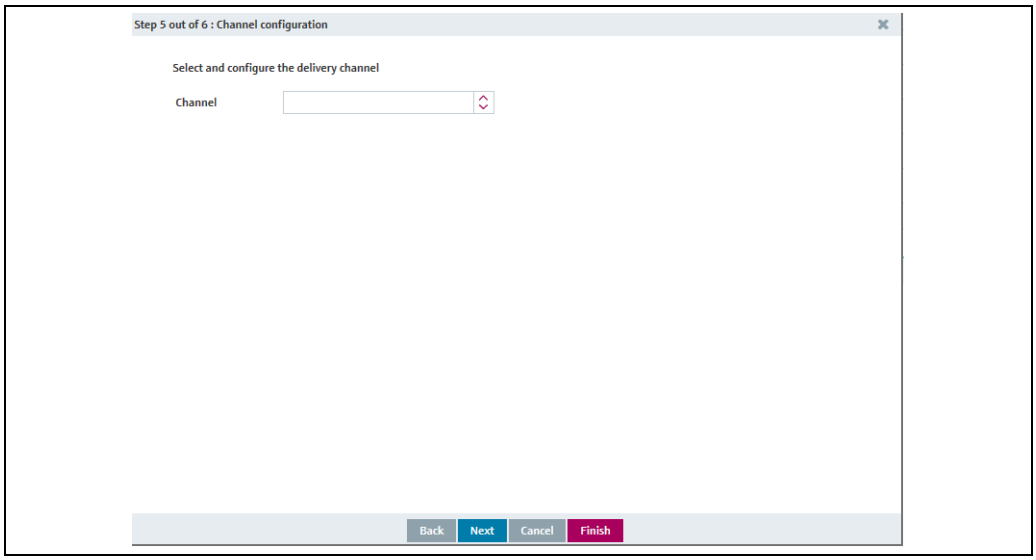


Report_Assistent_4_BA00055SEN_30

11. You can select how the report is output here:

- **CSV – Semicolon ";"**: CSV file (values seperated by semicolon)
- **CSV – Comma","**: CSV file (values seperated by comma)
- **CSV – TAB**: CSV file (values seperated by tabulator)
- **XLS**: Excel file
- **TXT**: Text file
- **XML**: XML file
- **PDF**: PDF file

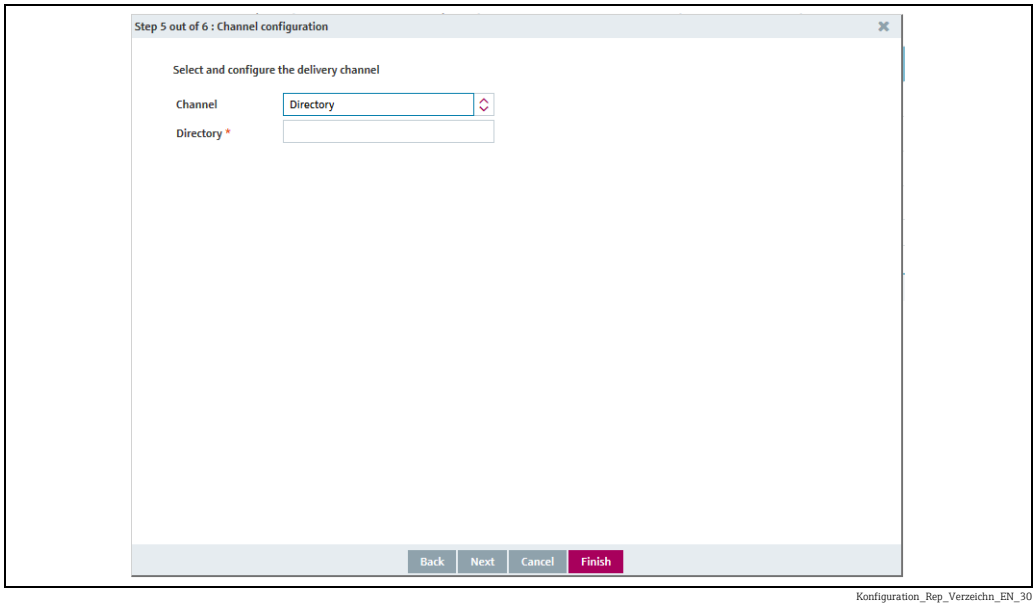
12. Click the **Finish** button to finish the report.
13. Click the **Next** button to go to the channel configuration. The **Channel configuration** dialog box is displayed:



S103-2_BA00050SEN_0211_30

14. Select the distribution channel for the **Channel** field.
15. Depending on the distribution channel selected, additional fields are displayed in the tab.

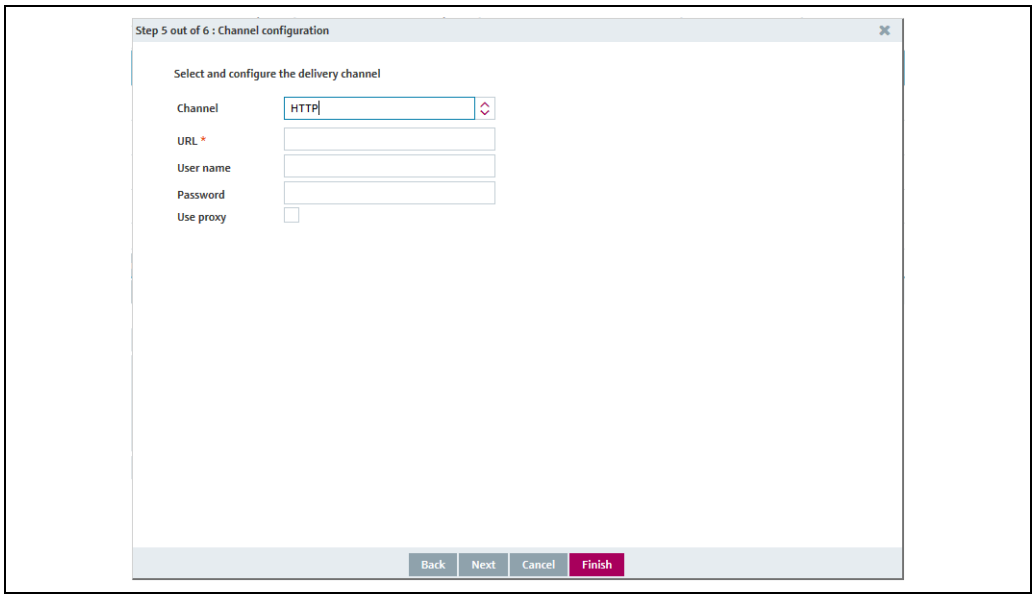
a) Distributed by Directory



Konfiguration_Rep_Verzeichn_EN_30

- Enter the path which is accessible for SupplyCare and where you want to save the report.

b) Distributed by HTTP



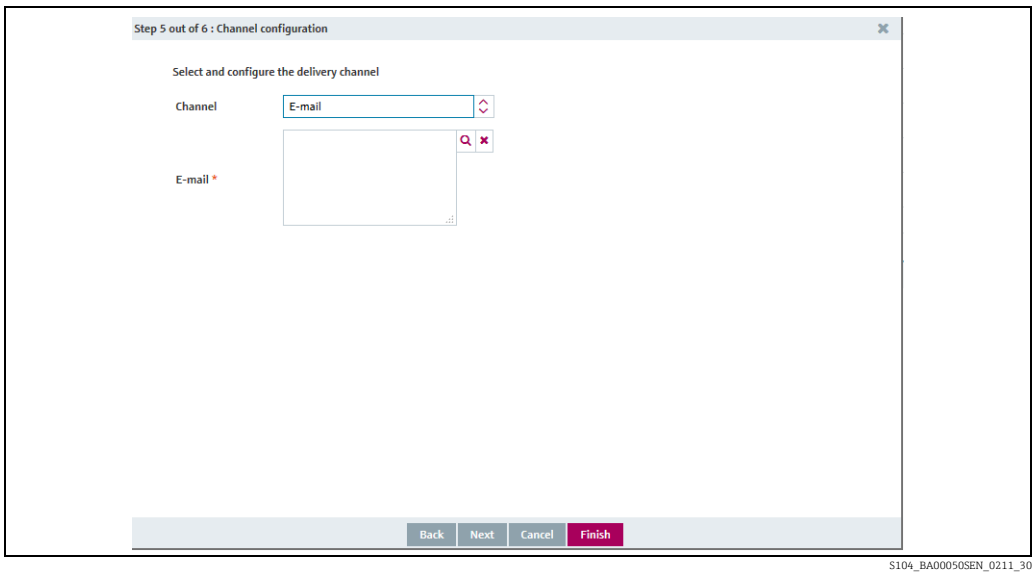
Konfiguration_Rep_http_EN_30

Enter the following data here:

- **URL** (obligatory): website of the selected channel
- **User name**
- **Password**
- **Use proxy**

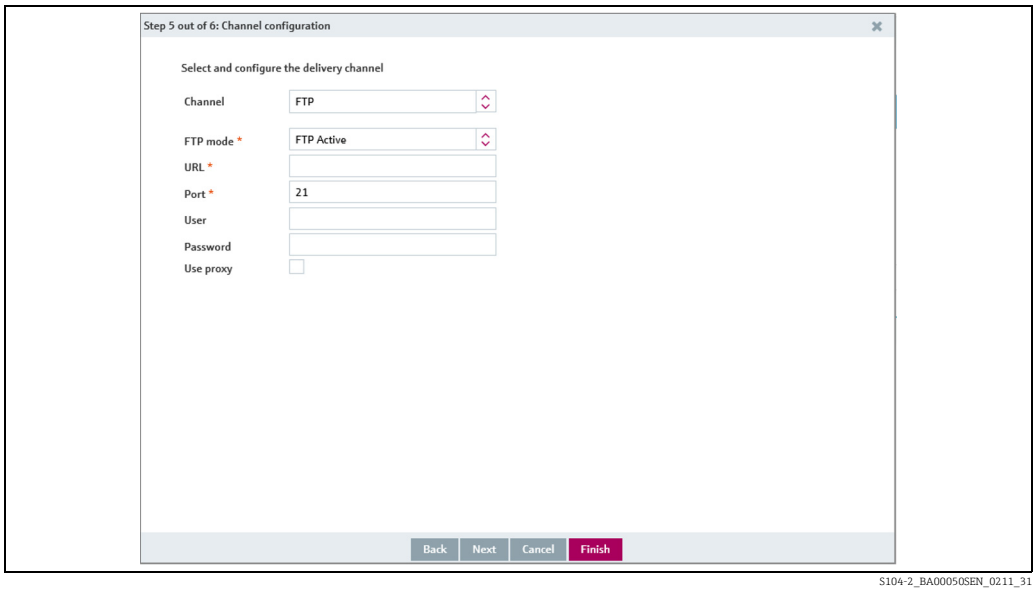
c) Distributed by e-mail

- Click the button to select a user. Click the button to remove a user who has been selected.



S104_BA00050SEN_0211_30

d) Distributed by FTP

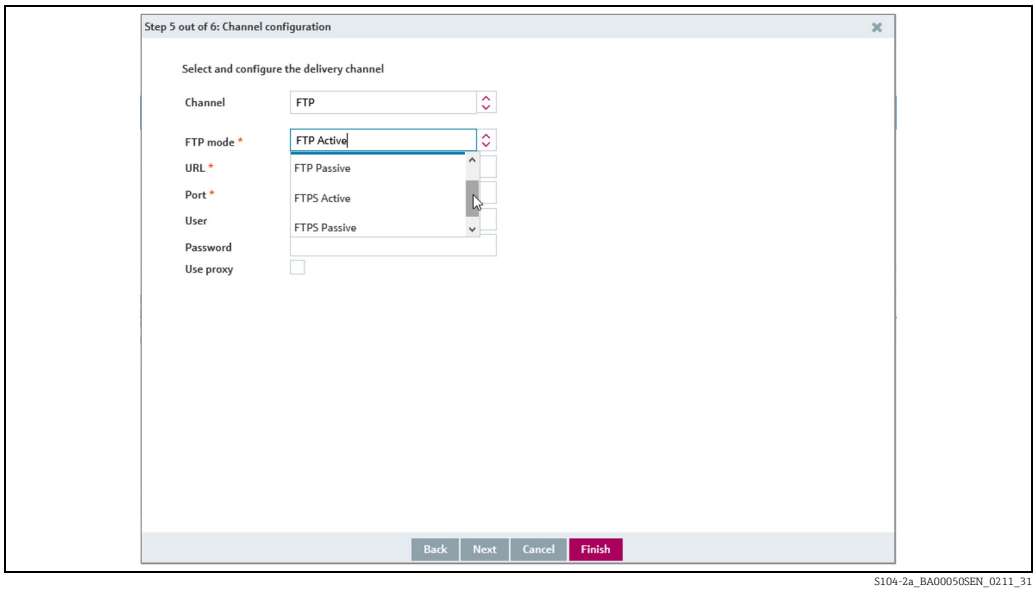


S104-2_BA00050SEN_0211_31

Enter the following data here:

- **FTP mode** (mandatory): Select preferred FTP mode and SSL encryption
- **URL** (mandatory): Website of the selected channel
- **Port** (mandatory): Port used for control connection (default: 21)
- **User name**: User name for FTP server
- **Password**: Password for FTP server

Selecting an FTP mode:

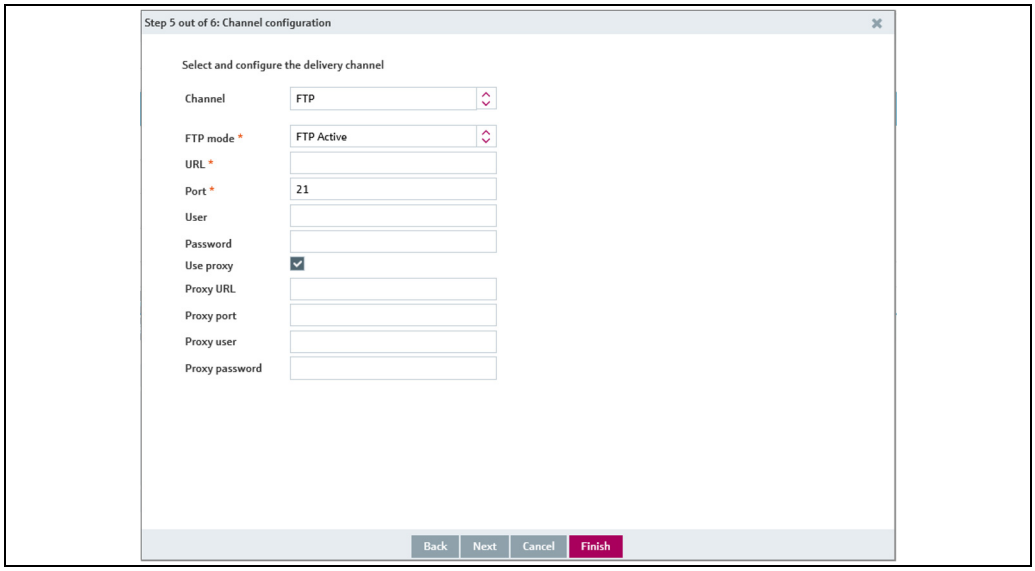


S104-2a_BA00050SEN_0211_31

For FTPS, explicit and implicit SSL are supported for passive and active FTP modes.

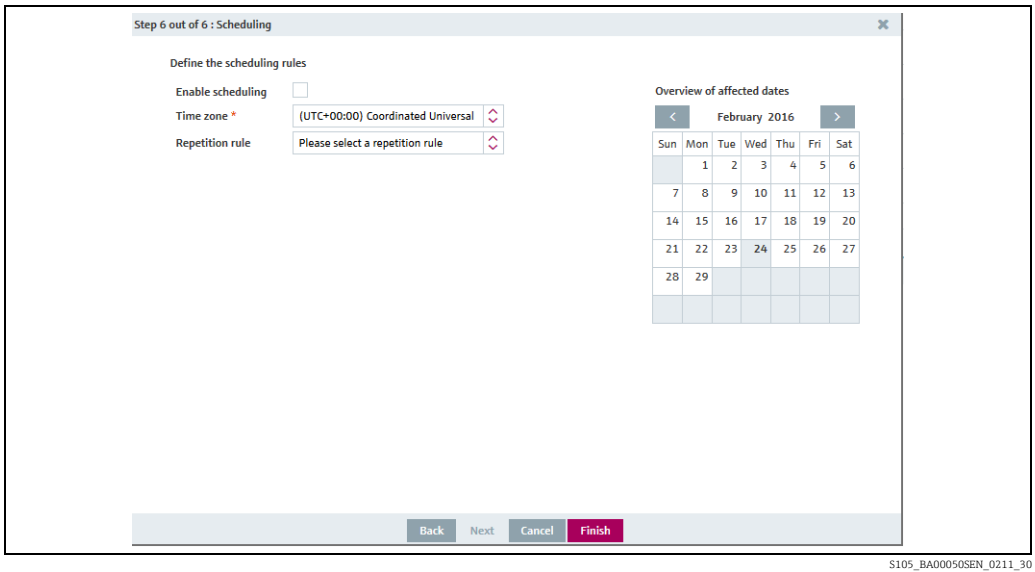
FTP Active: When using active FTP, the FTP server initiates the build-up of the data channel after client and server have agreed to do so.
FTP Passive: When using passive FTP, the client initiates the build-up of the data channel, because a firewall or a router connection often prevent the data channel establishment coming from the server side.
FTPS Active: Active FTPS works similar to active FTP, but uses **TLS encryption** while setting up a connection.
FTPS Passive: Passive FTPS works similar to passive FTP, but uses **TLS encryption** while setting up a connection.

Click the checkbox next to **Use proxy** if you want to use a proxy server. In this case, further information must be entered:



S104-3_BA00050SEN_0211_31

16. Click the **Finish** button to finish the report. Click the **Next** button to go to scheduling. The **Scheduling** dialog box is displayed:



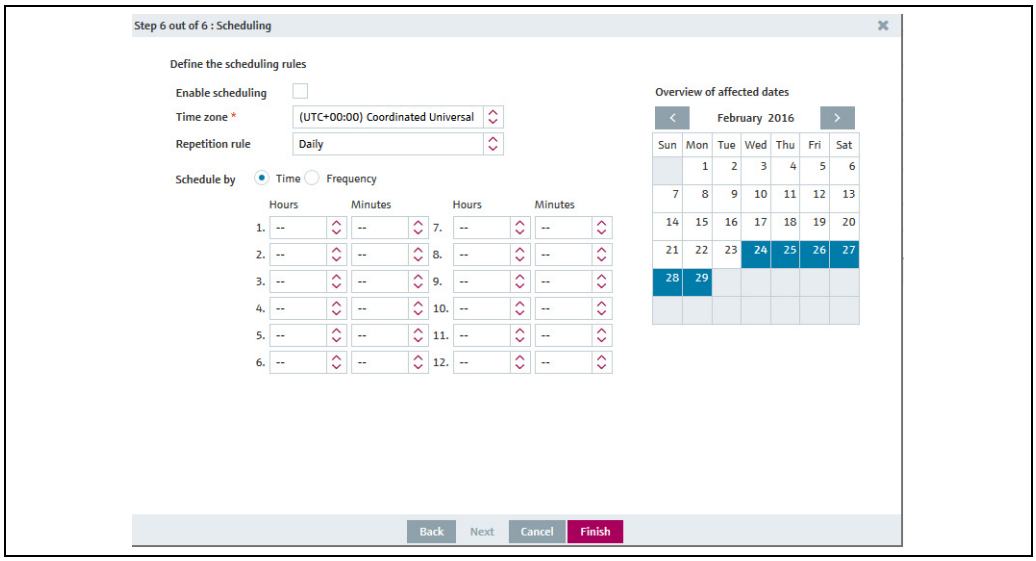
S105_BA00050SEN_0211_30

17. Here, you can enter data on the scheduling such as:

- **Enable scheduling**: the scheduling rule is enabled immediately as soon as the report has been completed.
- **Time zone**

- **Repetition rule**: you can select a rule here.
  Daily: possible to schedule by time or frequency.
  Weekly on every...: possible to select the specific days and schedule by time or frequency.
  Monthly on specified date: possible to schedule the start date and time for creating the report every month.
  Monthly on last day of month: performed on the last day of the month. Possible to schedule the time for creating the report every month.

The days on which a scheduling rule is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.



S105-2_BA00050SEN_0211_30

18. Click the **Finish** button to finish the report.

13.12.2 Downloading the report as a PDF file

You can download a report as a PDF file and save it in your file system.

Mobile devices: Before downloading reports as PDF, deactivate the ad blocker in your internet browser. If the ad blocker remains activated, it may happen that the report cannot be closed again. In this case, refresh the browser tab or close SupplyCare and restart.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu.
3. Select the report in the upper section of the Application window.
4. In the lower section of the Application window, select the **General report information** tab.
5. Click the button.
6. As soon as the report is finished, the **File download** dialog box is displayed.
7. Click the **Open** button to view the report immediately. Click the **Save** button to save the report in your file system. Click **Cancel** to abort the process.

13.12.3 Creating reports and sending them immediately

Irrespective of the scheduling rules, you can create a report any time and send the report to the recipients as defined in the channel configuration. The scheduling rules remain unchanged.

Only messages with the status 0 are taken into consideration in CIDX and CSV-type reports.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu.
3. Select the report in the upper section of the Application window.
4. In the lower section of the Application window, select the **General report** tab.
5. Click the  button.
6. The report is created in the background and sent to the recipients. You receive a notification message to this effect.
7. Click **Ok** to confirm the notification message.

13.12.4 Changing a report

For details → 29.

13.12.5 Deleting a report

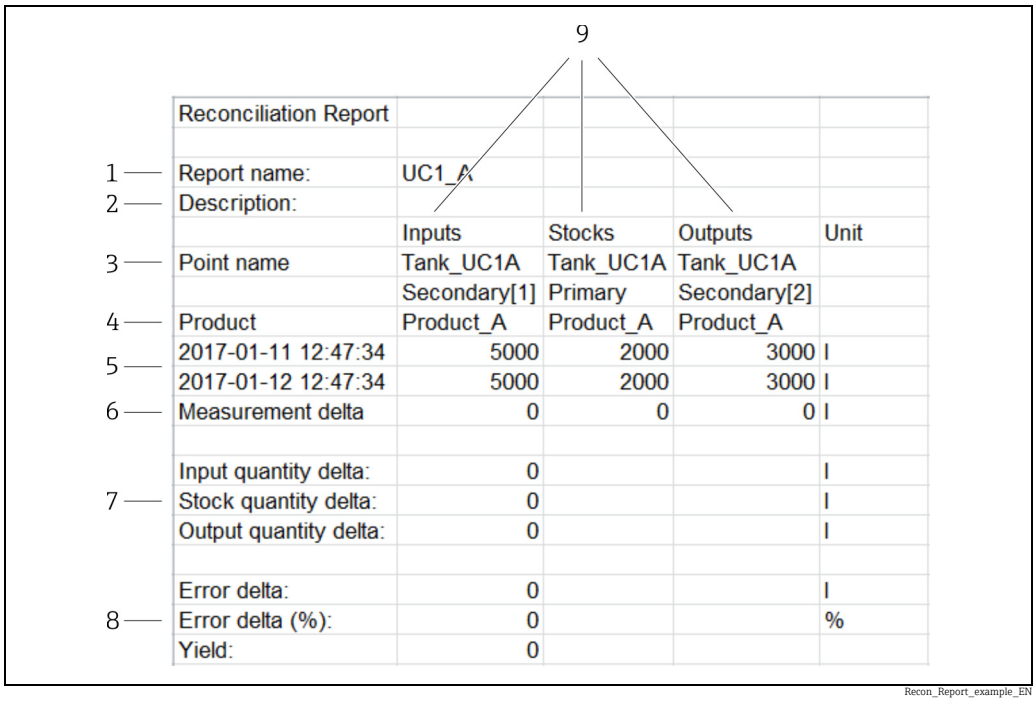
For details → 31.

13.12.6 Copying a report

For details → 32.

13.13 Reconciliation report

13.13.1 Description



	Reconciliation Report				
1	Report name:	UC1_A			
2	Description:				
		Inputs	Stocks	Outputs	Unit
3	Point name	Tank_UC1A	Tank_UC1A	Tank_UC1A	
		Secondary[1]	Primary	Secondary[2]	
4	Product	Product_A	Product_A	Product_A	
5	2017-01-11 12:47:34	5000	2000	3000	l
	2017-01-12 12:47:34	5000	2000	3000	l
6	Measurement delta	0	0	0	l
	Input quantity delta:	0			l
7	Stock quantity delta:	0			l
	Output quantity delta:	0			l
	Error delta:	0			l
8	Error delta (%):	0			%
	Yield:	0			

Fig. 5: Example for a Reconciliation Report in xls format. In this report, values from 3 measuring points are collected: Inputs, Stocks and Outputs.

1 Report name
2 Description
3 Point name: Names of the measuring points
4 Product
5 Points in time of measurement (start / end)
6 Measured delta at a separate measuring point
7 Quantity Delta: Sum of the deltas from the values of all measuring points of a certain type
8 Error delta: Measured product loss by unit; Error delta (%): Measured product loss in %; Yield: Factor for process efficiency (ideal: 1)
9 Inflow (Inputs), inventory (Level, Stocks) and discharge (Outputs)

The Reconciliation report offers the opportunity to create reports that display the inventory development in one or more tanks very accurately.
The enhanced accuracy compared to sole level measurement (Stocks) is achieved by adding measurement values from flow meters for inflow to a tank (Inputs) and the discharge from a tank (Outputs) to the measurement process. The Reconciliation report relates these 3 values and balances them against each other, and thus makes inconsistencies visible.

The values of the Reconciliation report are more reliable than those delivered by the measurements in the "Analysis" workplace, which are purely based on level measurement. For this reason, the Reconciliation report values may differ slightly from those in the "Analysis" workplace.

For each measuring point of the inflow type (**Input**), **Stock** and discharge (**Output**), the difference between the start point and the end point of the measurement is being calculated. A Reconciliation report can also be calculated if there are only 2 measurement points. One of the measurement points must be **Stock**.

For report creation, the last measurement before start time, and end time respectively, of a measurement point is used.

There are several ways to create a Reconciliation report.
- Ad hoc upon request of a SupplyCare user → 79.

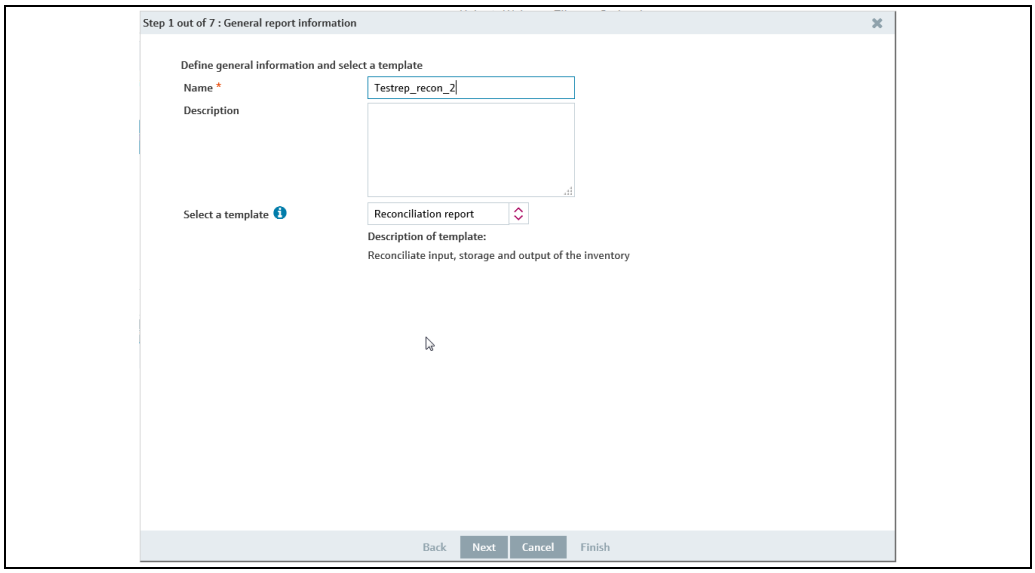
- Regularly, based on variably defineable time intervals.

13.13.2 Configuring a Reconciliation Report

Creating a report

Using the Report Wizard, you can create a report.

1. Click the **Configuration** menu in the Navigation window.
2. Click the **Report** menu item.
3. In the lower section of the Application window, select the **General report information** tab.
4. Click the **Create new report** button. The **General report information** dialog box appears:



Konfig_Rep_Reco_1_BA00050SEN_31

5. Here, you can enter general data on the report such as:

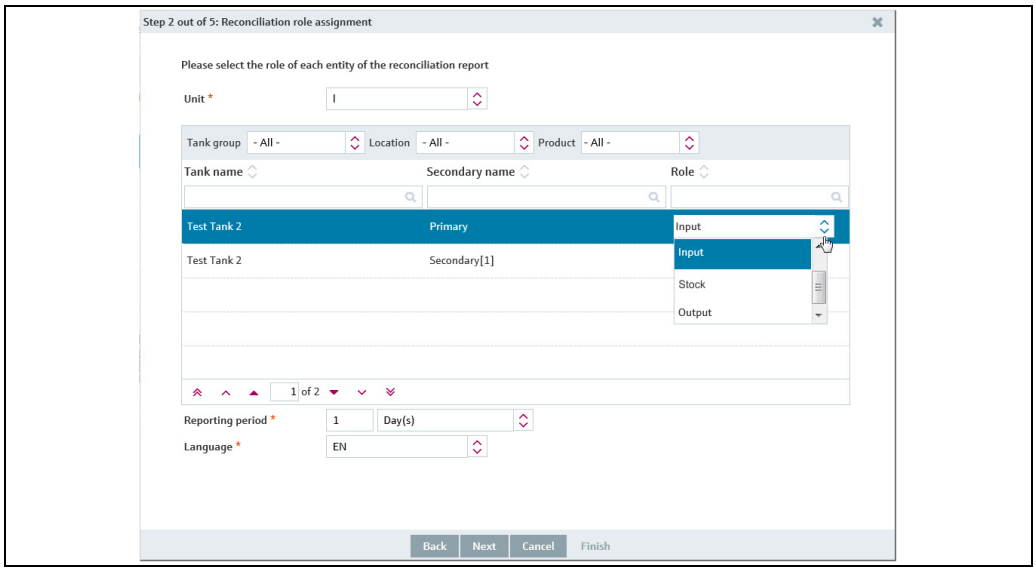
– **Name** (obligatory): Unique identifier
– **Description**: You can enter a multiline description here.
– **Select a template**: Select the template **Reconciliation report** here.

6. Click the **Next** button. The **Reconciliation role assignment** dialog box is displayed.

Here, you assign a role (Input, Stock or Output) to the available measuring points. Typically, primary values and secondary values are assigned to the separate roles. These measurement values are then used for the inventory reconciliation.

If a measurement point is not assigned to a role, its value is 0 (default).

The measurement points for the tanks can be defined in the **System administration** menu, menu point **Gateway configuration** → 196.

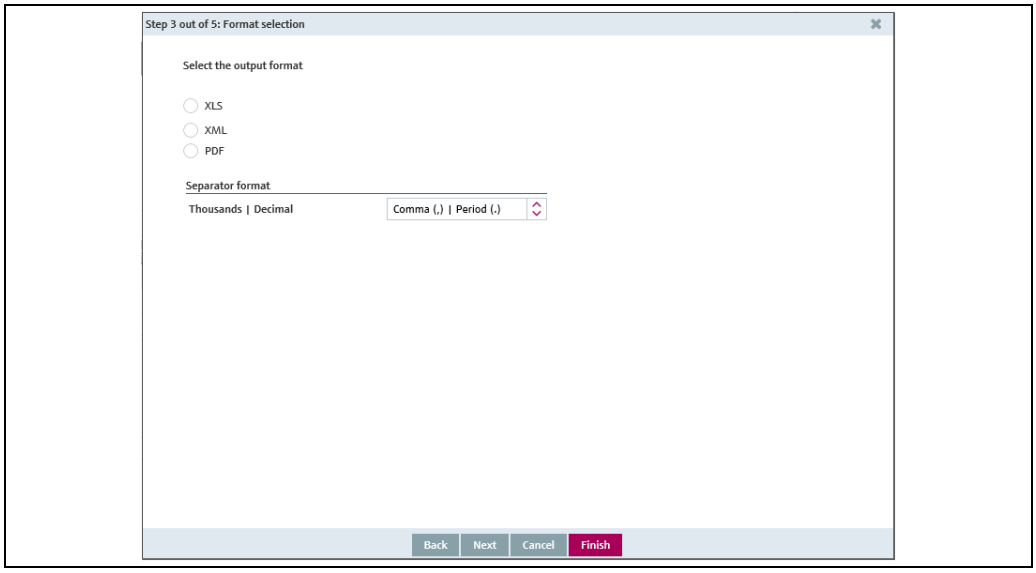


Konfig_Rep_Reco_2_BA00050SEN_31

7. Here you can filter tanks by tank group, location and product. Enter the following information and parameters:

- **Unit** (mandatory). The default unit here is cubic meters. Only those primary and secondary values can be calculated, which, from tank configuration, feature a unit that is compatible with the unit selected here. Compatible with one another are either units of volume or units of mass.
- Select the measurement points of a tank. For a report, minimum 2 measurement points are necessary. One of the measurement points must be **Stock**. For each measurement point a row is displayed. Click into the row and select a role for a measurement point.
- Select the time interval and the language for the Reconciliation report.

8. Click the **Next** button. The **Format selection** dialog box is displayed:

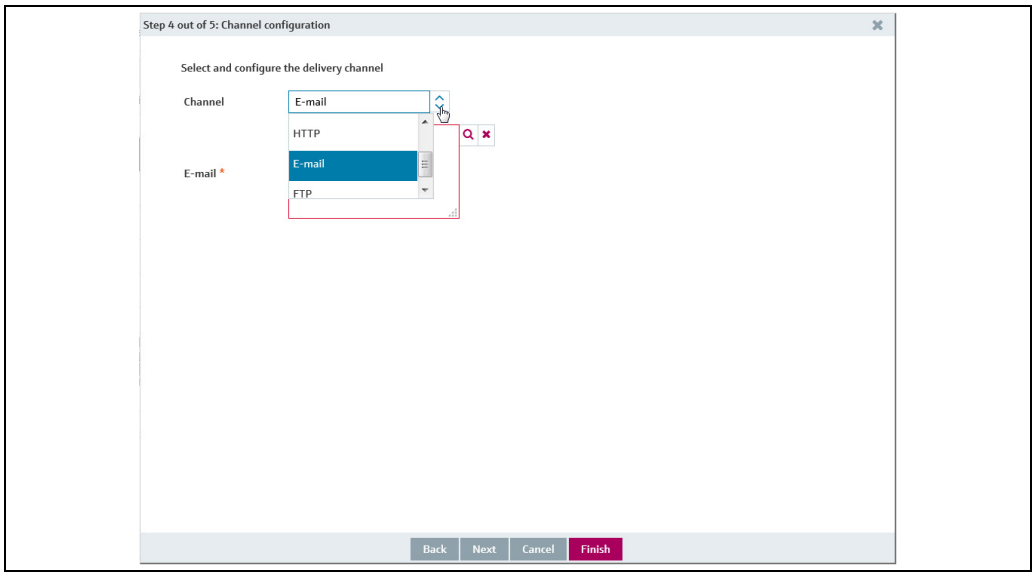


Konfig_Rep_Reco_3_BA00050SEN_31

9. You can select how the report is output here:

- **XLS**: Excel file
- **XML**: XML file
- **PDF**: PDF file

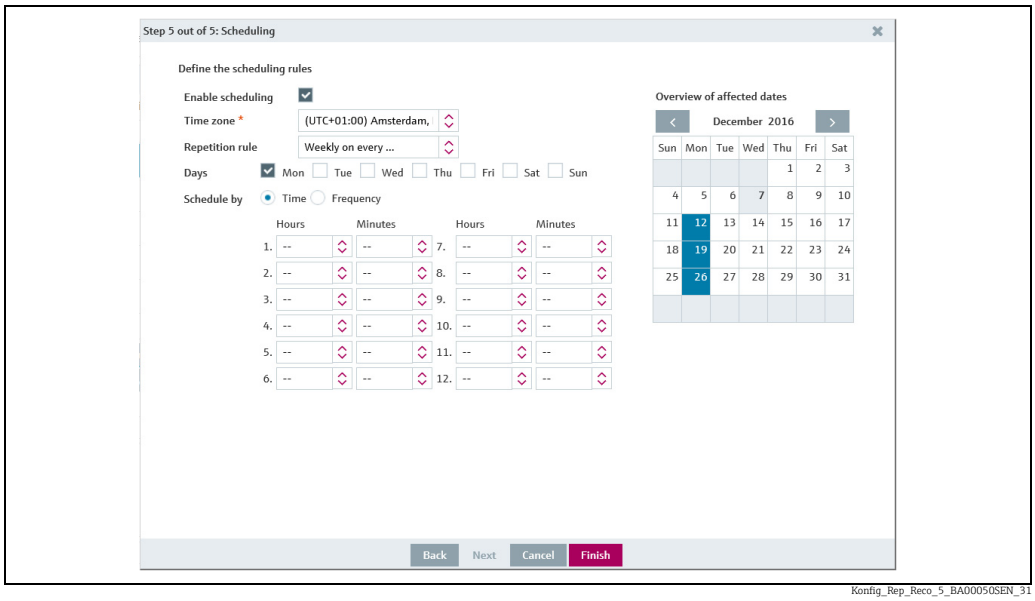
10. Click the **Next** button. The **Channel configuration** dialog box is displayed:



Konfig_Rep_Reco_4_BA00050SEN_31

11. Select the distribution channel for the **Channel** field. Depending on the distribution channel selected, additional fields are displayed in the tab. The details of the various channels are described here: → 145.

12. Click the **Next** button to go to scheduling. The **Scheduling** dialog box is displayed:



Konfig_Rep_Reco_5_BA00050SEN_31

Fig. 6: Using time for scheduling: Here, one or more points in time are defined, where there is a Reconciliation report being created on each of the days selected.

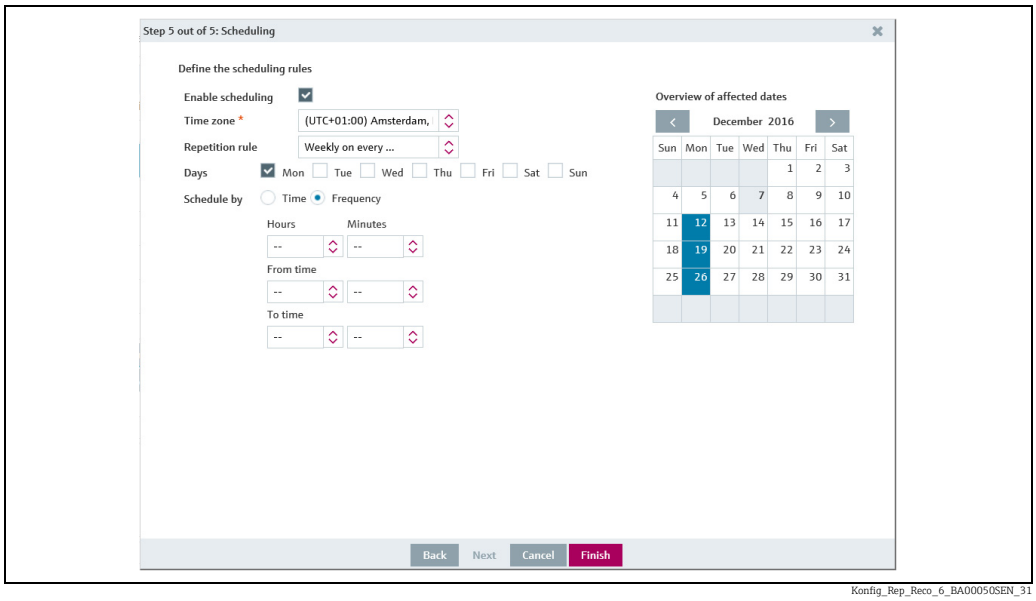


Fig. 7: Using frequency for scheduling: Here, a time-slot is defined (start time, end time), and inside of which several Reconciliation reports are created. It depends from the window's size and the frequency selected, how many reports are created.

13. Here, you can enter data on the scheduling such as:

- **Enable scheduling**: The scheduling rule is enabled immediately as soon as the report has been completed.
- **Time zone**
- **Repetition rule**: You can select a rule here.
  Daily: Possible to schedule by time or frequency.
  Weekly on every...: Possible to select the specific days and schedule by time or frequency.
  Monthly on specified date: Possible to schedule the start date and time for creating the report every month.
  Monthly on last day of month: Performed on the last day of the month. Possible to schedule the time for creating the report every month.

The days on which a scheduling rule is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.

14. Click the **Finish** button to finish the report.

14 System administration

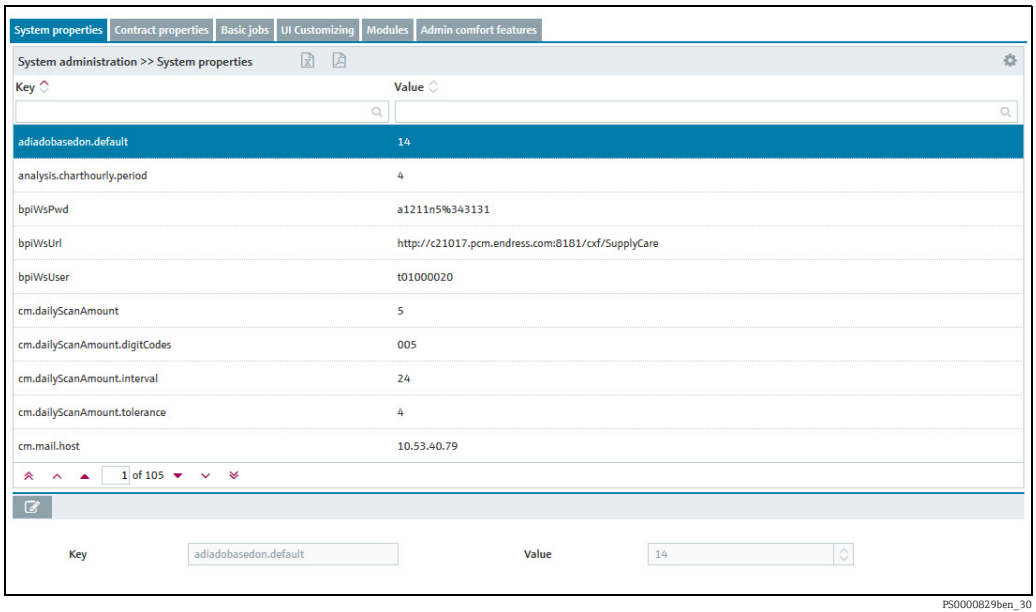
14.1 Changing system properties

People whose user role is configured as **System administrator** can edit system properties.

The parameters (keys) may only be changed within the permitted range → 160.

14.1.1 Changing system properties

1. In the Navigation Window, click on the **System administration** menu.
2. Click the **System Properties** menu item.
3. Select the **System properties** tab.
4. The following view is displayed in the Application Window:



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5. In the overview table, select the parameter (**key**) that you wish to change.
6. In the lower area, click the button.
7. The tab is displayed in the edit mode.
8. Carry out your changes for the **Value** field.
9. Click to save your entries. Click to abort the process.

Click the button to export the **System properties** table as an Excel file. Click the button to export the **System properties** table as a PDF file.

14.1.2 Parameters (keys) and input range table

This section describes all the keys displayed in the **System properties** tab.

Key	Description
adiadobasedon.default	This value corresponds to the **ADI/ADO based on** field (**Configuration → Tank → Tank details/Configuration → Aggregated tank → Tank details/System administration → Gateway configuration → Tank details**). In the case of standard tanks, the value entered here is used to calculate the "Average daily outflow" value. In the case of recycling tanks, the value entered here is used to calculate the "Average daily inflow" value. These average values are used to calculate the forecast values in the **Inventory chart** tab in the **Tank** and **Event** menu items and the value in the **DSST (days until the safety stock is reached)** column in the overview table in the **Tank** menu point. **Selection** ▪ 2 days, 7 days, 14 days, 30 days or 90 days **Factory setting** ▪ 14 days
analysis.charthourly.period	This value corresponds to the **Period selection** field (**Workplace → Analysis → chart (hourly)**. The **charts (hourly)** are displayed for the period configured here. **Selection** ▪ 1 day, 2 days, 3 days, 4 days, 5 days, 6 days or 7 days **Factory setting** ▪ 1 day
cm.dailyScanAmount.digit.Codes	For the communication variant "E-mail", you have the option to monitor the number of incoming e-mails with measured values. The number must be within a specified range. The count includes only the e-mails that have a valid three-digit number code in the subject line. This parameter specifies which codes are included in the count. As standard, the code "005" is specified for Endress+Hauser gateways (→ 191). **Factory setting** ▪ 005
cm.dailyScanAmount. interval	This parameter defines the default value for the **Interval [h]** field in the **Gateway configuration** menu item for the "E-mail" communication variant when creating a new gateway (→ 191). **Selection** ▪ - - (no monitoring), 1 h, 6 h, 12 h or 24 h **Factory setting** ▪ empty
cm.dailyScanAmount	This parameter specifies the standard value for the **Number of e-mails per interval [h]** in the **Gateway configuration** menu item for the "E-mail" communication version when a gateway is newly created (→ 191). **Input range** ▪ 0...2147483647 **Factory setting** ▪ empty
cm.dailyScanAmount.tolerance	This parameter specifies the standard value for the **Tolerance before warning** field in the **Gateway configuration** menu item for the "E-mail" communication version when a gateway is newly created (→ 191). **Input range** ▪ 0 to 2147483647 (integer) **Factory setting** ▪ empty

Key	Description
cm.mail.host	Host address of the e-mail server to retrieve the gateway e-mails from the server. This parameter corresponds to the **Host name** field in the **Outgoing** tab in the **E-mail connection** menu item in the **System administration** menu. **Factory setting** ▪ empty
cm.mail.intervall	Interval in minutes between gateway e-mail retrieval from the server. This parameter corresponds to the **Interval** field in the **Outgoing** tab in the **E-mail connection** menu item in the **System administration** menu. **Input range** ▪ 1 to 2147483647 (integer) **Factory setting** ▪ 5
cm.mail.local.mailExtension	This file name extension is assigned to e-mails on the local clipboard. **Factory setting** ▪ msg
cm.mail.local.store	Directory for local temporary storage of e-mails. **Factory setting** ▪ {SupplyCareInstallDir}\data\localMailStore
cm.mail.max.size.KB	Maximum size of the gateway e-mail in kilobyte that can be processed by SupplyCare. **Factory setting** ▪ 1000
cm.mail.password	Password for the e-mail account to retrieve the gateway e-mails from the server. This parameter corresponds to the **Password** field in the **Outgoing** tab in the **E-mail connection** menu item in the **System administration** menu. **User entry** ▪ Text e.g. sce **Factory setting** ▪ empty
cm.mail.timeout	Timeout period for establishing connection to POP3 server. **Factory setting** ▪ 30 (minutes)
cm.mail.user	User name for the e-mail account to retrieve the gateway e-mails from the server. This parameter corresponds to the **User name** field in the **Outgoing** tab in the **E-mail connection** menu item in the **System administration** menu. **User entry** ▪ Text e.g. sce
cm.newGateway.name	Determines what part and what element is used for the name of a new gateway. Possible values are: ▪ Tag (the name is formed from the tag of the gateway) ▪ ID (the name is formed from the unique ID of the gateway) ▪ Combined (the name is a combination of the tag and unique ID) **User entry** ▪ Tag, ID, Combined **Factory setting** ▪ id

Key	Description
cm.newGateway.store	Directory in which messages from new gateways are stored. The directories are created where necessary provided sufficient authorization is available to create directories. **User entry** ▪ Any valid path name **Factory setting** ▪ {SupplyCareInstallDir}\data\newGateways
cm.timeout	Default value (in seconds) for the time interval, during which SupplyCare attempts to set up an HTTP connection. When the set time has passed, SupplyCare cancels the connection attempt. This parameter corresponds to the **Timeout (sec)** field in the **Gateway configuration** menu item for the communication via HTTP. **Factory setting** ▪ 30
instrument.configuration.store	Directory for local storage of OPC configuration file **Factory setting** ▪ {SupplyCareInstallDir}\data\InstrumentConfigurationStore
fastfieldscan.enabled	Activate **Fast Field Scan** function (rapid GUI refresh mode). **Selection** ▪ "true" or "false" **Factory setting** ▪ false
google.geocode.proxy.address	Proxy URL for accessing the Geocoding Web Service
google.geocode.proxy.port	Proxy port for accessing the Geocoding Web Service
google.map.activated	Activate **Map** menu item. **Selection** ▪ "true" or "false" **Factory setting** ▪ true
gui.chart.filter.max.measurements	Maximum number of displayed values in the inventory chart. **Input range** ▪ 1 to (integer) **Factory setting** ▪ 1500
gui.chart.pdamount	Choose whether the planned quantity of a delivery/disposal is included for the forecast in the **Inventory Chart** tab. **Selection** ▪ "Exclude" or "Include" **Factory setting** ▪ Exclude
gui.chart.period.default	This value corresponds to the **Period selection** field (**Workplace** → **Tank** → **Inventory chart/Workplace** → **Event** → **Inventory chart**). The inventory charts are displayed for the period configured here. **Selection** ▪ 2 days, 7 days, 14 days, 30 days or 90 days **Factory setting** ▪ 7
gui.chart.scaling	Selection of the kind of scaling used for the display in the Inventory Chart. **Selection** ▪ "Min/Max" or "Auto": "Min/Max" displays the inventory between "0" and "Capacity". "Auto" displays the inventory between the smallest and largest displayable value - including forecast values. **Factory setting** ▪ Min/Max

Key	Description
gui.chart.shorttermforecast.enabled	Setting of the short term forecast. **Selection** ▪ "true" or "false" **Factory setting** ▪ false
gui.chart.shorttermforecast.time	Setting of the time frame for short term forecast. **Value [hours]** ▪ 1...12 **Factory setting** ▪ 4
gui.linearization.extended	Enable or disable the extended linearization types **Product dependent linearization** and **Event dependent linearization**. Make the tab **Linearzation rules** visible, which is needed to configure the additional linearization types. **Selection** ▪ "true" or "false" **Factory setting** ▪ false
gui.template	Selection of template type that is displayed on the user interface. The functionality of the template types is exactly the same. Depending on your selection, the descriptions in the menu, in **Overview** and in **Detailed view** change as well as the symbols and tool tips. **Selection** ▪ "Tank" ▪ "Object" ▪ "Silo" **Factory setting** ▪ "Tank"
linearizationstate.detection.checkinterval.hours	Setting of the time intervals for the extended linearization types **Product dependent linearization** and **Event dependent linearization**. **Value [hours]** ▪ 1...24 **Factory setting** ▪ 4
measurements.manual.enabled	Contract-specific possibility to define manual values for the different data points. **Selection** ▪ "true" or "false" **Factory setting** ▪ false
notesAndFiles.recordselection.default	Select whether or not the data or notes entered are to be displayed in the **Notes and files** tab (**Workplace** → **Tank** → **Notes and files**) as standard. **Selection** ▪ "data" or "notes" **Factory setting** ▪ data
notesAndFiles.tmp	Directory for temporary storage of the files **Factory setting** ▪ {SuppyCareInstallDir}\data\supplycaretemp
product.unit.default	Default product unit **User entry** ▪ Unit **Factory setting** ▪ L

Key	Description
product.unit.default.density.unitmass	Default mass unit **User entry** ▪ Mass unit **Factory setting** ▪ kg
product.unit.default.density.unitvolume	Default volume unit **User entry** ▪ Unit volume **Factory setting** ▪ L
product.unit.default.density.value	Default density value **User entry** ▪ 1.40239846E-45f to 3.40282347E+38f **Factory setting** ▪ 1
report.cidxIncludeNamespace	Indicates whether name spaces are used in the CIDX-XMLs. This key is used for generation of CIDX reports. **Selection** ▪ "true" or "false" **Factory setting** ▪ true
report.enable.max	Maximal number of reports that can be scheduled. **Factory setting** ▪ 5
reportGroupTempMailPath	Directory for local temporary storage of e-mail reports **Factory setting** ▪ {SupplyCareInstallDir}\data\reports\mail\
reportGroupTempPrintPreviewPath	Directory for local temporary storage of **Print report as PDF** files **Factory setting** ▪ {SupplyCareInstallDir}\data\reports\preview\
schedular.alarm.delete.open	Switch allowing open alarms to also be deleted via the GarbageCollectorJob. **Selection** ▪ "true" or "false" **Factory setting** ▪ false
scheduler.alarm.retention.time	Time in days during which alarms which are not open are retained in the database. **User entry** ▪ 1 to 2147483647 (integer) **Factory setting** ▪ 10
scheduler.default.retries	Indicates how often a failed job is restarted if no other value is set for the job. **User entry** ▪ 1 to 2147483647 (integer) **Factory setting** ▪ 150
scheduler.default.retryIntervall	Indicates the interval after which a failed job is restarted if no other value is set for the job. **User entry** ▪ 1 to 2147483647 (integer) **Factory setting** ▪ 600000 (ms)

Key	Description
schedular.job.ReportGenerator ConnectionTimeoutMillis	Connection timeout period for sending of HTTP reports. **Factory setting** ▪ 5000 (ms)
scheduler.measurement.retention.time	Time in days during which old measured values are retained in the database. Older measured values and also older dates for disposals and deliveries are deleted. **User entry** ▪ 1 to 2147483647 (integer) **Factory setting** ▪ 90
scheduler.scan.tolerance	Time specified in ms. A scheduled gateway query may be delayed for this period of time. If the time limit is exceeded, an alarm is triggered. **User entry** ▪ 1 to 9223372036854775807 (integer) **Factory setting** ▪ 300000
server.adminEmail	E-mail address of the administrator. All the system e-mails, such as alarms, new e-mail gateways found etc. are sent to this address. This parameter corresponds to the **Admin E-mail** field in the **Incoming** tab in the **E-mail connection** menu item. **User entry** ▪ Every valid e-mail address.
server.smtpHost	Host address of the e-mail server that sends e-mails when events occur, for example. This parameter corresponds to the **Host name** field in the **Incoming** tab in the **E-mail connection** menu item. **User entry** ▪ Text e.g. localhost **Factory setting** ▪ localhost
server.smtpPassword	Password for the e-mail account for sending e-mails, e.g. when events occur. This parameter corresponds to the **Password** field in the **Incoming** tab in the **E-mail connection** menu item. **User entry** ▪ Text e.g. myPassword
server.smtpPort	Port of the e-mail server for sending e-mails, e.g. when events occur. This parameter corresponds to the **E-mail server port** field in the **Incoming** tab in the **E-mail connection** menu item. **Input range** ▪ 0...65535 **Factory setting** ▪ 25
server.smtpUser	User name for the e-mail account for sending e-mails, e.g. when events occur. This parameter corresponds to the **User name** field in the **Incoming** tab in the **E-mail connection** menu item. **User entry** ▪ A text, e.g. myUserName
server.throttleEmailToAdmin	To avoid multiple mail dispatch to the administrator, the e-mails are grouped and then sent to the administrator. This value indicates the interval, in ms, in which the e-mails are sent. **Input range** ▪ 1 to 9223372036854775807 (integer) **Factory setting** ▪ 300000 (ms)

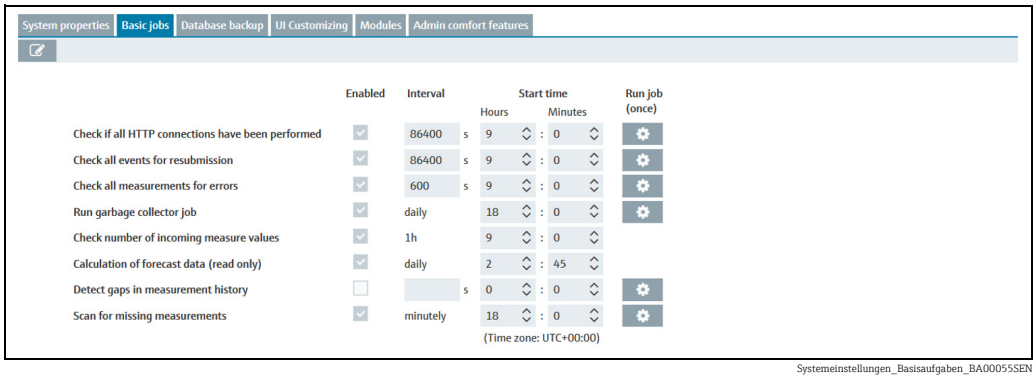
Key	Description
session.timeout.minutes	The session is terminated automatically. The time until automatic logout is adjustable. Only for system administrator. **Input range** ▪ 1 to 720 (integer) **Factory setting** ▪ 30 (min)
sync.mode.product.activated	Activates the Sync mode for products. When set to "true",three more read-only fields (**Modified At**, **Modified By** and **Version No**) are enabled in **Configuration** → **Product** tab and the deletion of products is not allowed. **User entry** ▪ "true" or "false" **Factory setting** ▪ false
sync.mode.tank.activated	Activates the Sync mode for tanks. When set to "true", the creation and deletion of tanks is not allowed. Tanks are synchronized via Tankvision Professional. **User entry** ▪ "true" or "false" **Factory setting** ▪ false
sync.mode.tank.gateway.password.primary	Password associated to the login for the Primary Gateway Communication URL in tank sync. **User entry** ▪ Text, e.g. myPassword **Factory setting** ▪ empty
sync.mode.tank.gateway.password.secondary	Password associated to the login for the Secondary Gateway Communication URL in tank sync. **User entry** ▪ Text, e.g. myPassword **Factory setting** ▪ empty
sync.mode.tank.gateway.url.primary	Used as default value for Gateway Communication Primary URL in tank sync. **User entry** ▪ An URL, e.g. http://localhost:8888/TVP?TankId= **Factory setting** ▪ empty
sync.mode.tank.gateway.url.secondary	Used as default value for Gateway Communication Secondary URL in tank sync. **User entry** ▪ An URL, e.g. http://localhost:8888/TVP?TankId= **Factory setting** ▪ empty
sync.mode.tank.gateway.user.primary	User Name for the Primary Gateway Communication URL when login is required in tank sync. **User entry** ▪ Text, e.g. myUserName **Factory setting** ▪ empty
sync.mode.tank.gateway.user.secondary	User Name for the Secondary Gateway Communication URL when login is required in tank sync. **User entry** ▪ Text, e.g. myUserName **Factory setting** ▪ empty

Key	Description
system.proxy.address	Standard value for the **Proxy address** field in the **Gateway configuration** menu item for the "HTTP" communication version. **User entry** ▪ A text, e.g. proxy.mycompany.com
system.proxy.password	Standard value for the **Proxy password** field in the **Gateway configuration** menu item for the "HTTP" communication version. **User entry** ▪ A text, e.g. proxyUserPassword
system.proxy.port	Standard value for the **Proxy port** field in the **Gateway configuration** menu item for the "HTTP" communication version. **Input range** ▪ 0...65535 **Factory setting** ▪ empty
system.proxy.used	Standard value for the **Is using a proxy** field in the **Gateway configuration** menu item for the "HTTP" communication version. **User entry** ▪ TRUE/FALSE (not case-sensitive) **Factory setting** ▪ FALSE
system.proxy.user	Standard value for the **Proxy user** field in the **Gateway configuration** menu item for the "HTTP" communication version. **User entry** ▪ A text e.g. proxyUserName
workplace.autorefresh.enabled	To enable the **Auto refresh** function for the information in **Tank Table**, **My Tank view**, **Totaling** and **Scheduling** select "true". **Selection** ▪ "true" or "false" **Factory setting** ▪ false
workplace.secondary.default	Select whether or not the secondary values for **Workplace** → **Tank** are to be shown in addition to the primary value, as standard. **Selection** ▪ "hide" or "show" **Factory setting** ▪ hide

14.2 Configuring services (basic jobs)

Only people with **System Administrator** configured as their user role can configure services running in the background (basic jobs).

1. In the Navigation Window, click the **System administration** menu.
2. Click the **System Properties** menu item.
3. Click the **Basic jobs** tab. The following view is displayed in the Application Window:



Systemeinstellungen_Basisaufgaben_BA00055SEN

4. Click the button. The tab is displayed in the edit mode.
5. To activate or deactivate services, enable the corresponding **Enabled** check box.
6. To change the time interval in which a service is performed, put in a value in the field **Interval**.
7. To change the start time, put in a new time in the **Start time** fields. The service is started for the first time at the time specified.

By clicking the button, the corresponding service is started immediately, e.g. for test purposes.

Available services:
- **Check if all HTTP connections have been performed:** interval after which the system checks whether the gateway scans have been performed.
  Factory setting: 86400 (seconds); input range: 1800 to 86400 (seconds)
- **Check all events for resubmission:** interval after which the system checks whether the resubmission date for an event has been reached.
  Factory setting: 86400 (seconds); input range: 300 to 86400 (seconds)
- **Check all measurements for errors**: interval after which the system checks whether a gateway, a measuring device or a measuring point has an error status.
  Factory setting: 600 (seconds); input range: 600 to 86400 (seconds)
- **Run garbage collector job**: interval after which a garbage collector job is performed.
  Factory setting: daily
- **Check number of incoming measure values:** interval after which the number of incoming gateway e-mails is checked. This test checks the function of the gateways.
  In this case, a check is carried out to establish how many e-mails have arrived. The number has to be within the given tolerance. If the number is off the given tolerance, the status is set to "bad measurement(s)" and the appropriate icon is shown in the tank overview (workplace "Tank"). If there is no tolerance with the following test job i.e. normally the other day, the status is reset to OK.
  Factory setting: hourly (→ 191)
- **Calculation of forecast data** (read only)
- **Scan for missing measurements**
  With the help of this service, you can check wether the gateways transmit the data from the single measuring points within the set interval and tolerance. If the data from a tank's measuring point arrive too late or not at all, the tank status is set to **Bad measurement data** and an alarm is triggered. The tank status is reset to OK as soon as data from the measuring point start to arrive again. This is when SupplyCare restarts to monitor the set interval.

8. Click to save your entries. Click to abort the process.

14.3 Database backup

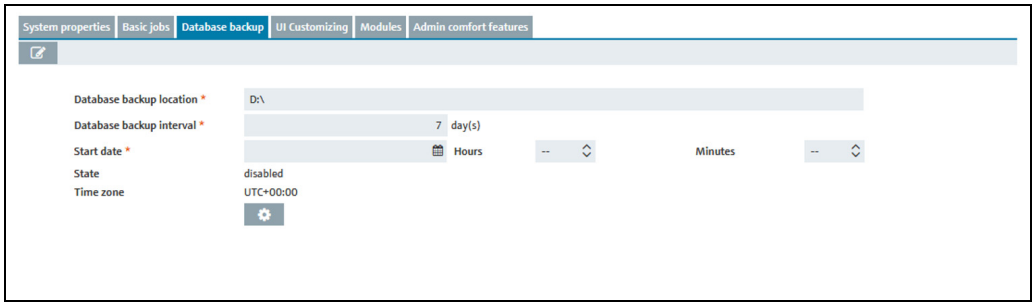
SupplyCare Enterprise saves your data in the format PostgreSQL. The database creates backup files, which are stored in a zip-file.

Only people whose user role is configured as **System administrator** can configure the database backup.

If a backup is made of the computer on which SupplyCare Enterprise has been installed, note the following: It is mandatory to make a **new** backup of this computer after every change or action that involves the **license**.

14.3.1 Configuring database backup

1. Click the **System administration** menu in the Navigation window.
2. Click the **System properties** menu item.
3. Click the **Database backup** tab.
4. The following detail view is displayed in the Application window:



Sysadmin_DBsafe_01_EN

5. Click the button.
6. The tab is displayed in the edit mode.
7. The specifications of the database backup can be entered here:

– Database backup location (obligatory): storage location for database backup.
– Database backup interval (obligatory): storage interval (in days) for the backup.
– Start date (obligatory): day and time of first backup. Any subsequent backups are saved at the specified time following the specified interval.
– State: indicates whether the database backup is active or inactive.
– With the button the backup is started immediately.

8. Click to save your entries. Click to abort the process.

14.3.2 Reimporting the database backup

SupplyCare Enterprise saves your data in the format PostgreSQL. The database creates backup files, which are stored in a zip-file.

The zip file is named as follows:
- PostgreSQL database: **SUPPLYCARE_DB_BACKUP_x.zip**

For the reimport of the database backup files, some commands must be executed in the Windows system. Execute these commands by means of the Windows Command prompt (Start menu → Windows System → Command prompt).
Operate the program **Command prompt** as administrator.

The command strings displayed here contain generic path information in square brackets **[...]**. Replace the generic path information and filenames with the information that matches the actual installation location of SupplyCare Enterprise on your computer system and the file location and file name of the database backup file respectively.

To set all components of the operating system to the same level, shut down the computer system and restart it.

PostgreSQL database reimport

In the course of the following process, a database is created. For this database, a new SupplyCare user is created. Use the following **password** when creating the new SupplyCare user:
c6cb78acac78d69fdc7171377a943d5a

1. Extract the zip file that contains the database backup. The zip file is named SUPPLYCARE_DB_BACKUP_x.zip.
2. Stop the following services on the computer, on which SupplyCare Enterprise is installed (Control Panel → Administrative Tools → Services):
SupplyCareEnterprise
SupplyCareEnterpriseDB
3. Rename the existing database folder **supplycare_pgsql**. The database folder is located in the directory **data**, there in the subdirectory **database**:
[Installation path]\data\database\supplycare_pgsql
4. Create the new database:
[Installation path]\pgsql\bin\initdb.exe --auth=md5 --locale=american_usa --encoding=UTF8 --pgdata="[Installation path]\data\database\supplycare_pgsql" -U postgres -W
When prompted, enter the password for new SupplyCare user:
c6cb78acac78d69fdc7171377a943d5a
5. Start the service **SupplyCareEnterpriseDB** again.
6. Create a new SupplyCare user by means of the following command:
[Installation path]\pgsql\bin\psql -U postgres -c "CREATE USER SUPPLYCARE WITH PASSWORD 'c6cb78acac78d69fdc7171377a943d5a';"
7. Execute the following command by means of the Windows Command prompt to reimport the database backup file:
[Installation path]\pgsql\bin\psql postgresql://postgres:c6cb78acac78d69fdc7171377a943d5a@localhost:5432 < "[Backup path\Name of database backup file]"

If you do not have sufficient access rights on the respective computer system, the error message "Access denied" can be displayed when the command is due for execution. Remedy: Move the database backup file to a location where you have the proper rights. For instance, this can be the root directory of the share where the files are located. Adapt the path information to match the new location and execute the command again.

8. Start the service **SupplyCareEnterprise** again.
9. Start the application **SupplyCare Enterprise** again. The login screen is displayed.
10. Enter your **Login Name** (user name) and your **password**.
11. Check if the database reimport has worked properly and the data are available in SupplyCare Enterprise. The old file, which was renamed in step 3, should only be deleted if the data are available.

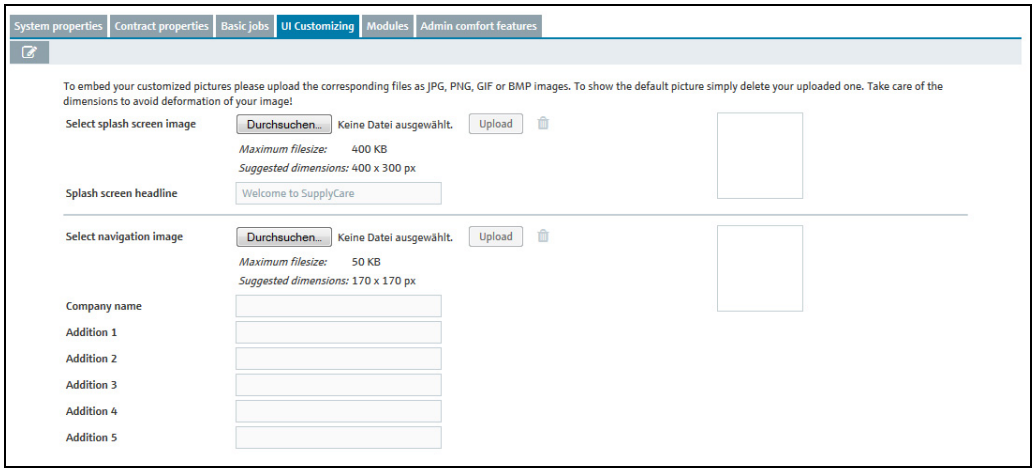
14.4 Configuring the splash screen and information window (UI Customizing)

Only people whose role is configured as System administrator or Local system administrator can configure splash screen, information window (navigation window), header image and login image.

The graphic formats jpg, png, gif and bmp are supported.

You can enter a maximum of 50 characters per text box.

1. In the Navigation window, click the **System administration** menu.
2. Click the **System Properties** menu item.
3. Select the **UI Customizing** tab.
4. The following view is displayed in the Application window:



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5. Click the button.
6. Configure the splash screen as follows:

- **Select splash screen image**: Select a graphic in your directory using the **Search** button. Upload the graphic via the **Upload** button.
- **Splash screen headline**: Enter text. If a graphic was uploaded, the text "Welcome to SupplyCare" is displayed by default.

7. Configure the information window as follows:

- **Select navigation image**: Select a graphic in your directory using the Search button. Upload the graphic using the Upload button.
- **Company name**: Enter the company name, for example. The text is displayed in bold.
- **Additional text 1 to 5**: Enter additional information.

8. Configure the header image as follows:

- **Select navigation image**: Select a graphic in your directory using the Search button. Upload the graphic using the Upload button.

9. Configure the login image as follows:

- **Select login image**: Select a graphic in your directory using the **Search** button. Upload the graphic via the **Upload** button.

10. Click to save your entries. Click to abort the process.

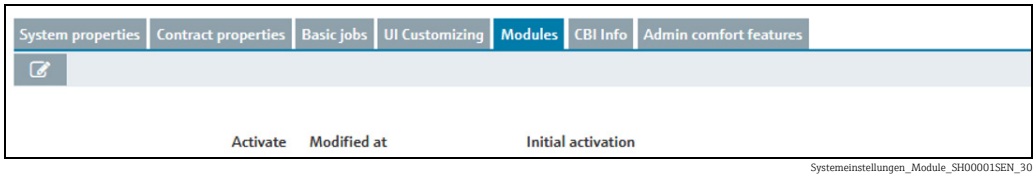
14.5 Modules

Modules can only be configured via the licensce key (KEY).

SupplyCare is modular in design. The **Modules** tab provides an overview of your available modules.

Depending on the modules activated, the menu items and contents of **Overview** and of **Detailed view** can differ as can the contents of the dialog windows.

1. In the Navigation window, click the **System administration** menu.
2. Click the **System Properties** menu item.
3. Select the **Modules** tab.
4. The following view is displayed in the Application window:



Systemeinstellungen_Module_SH00001SEN_30

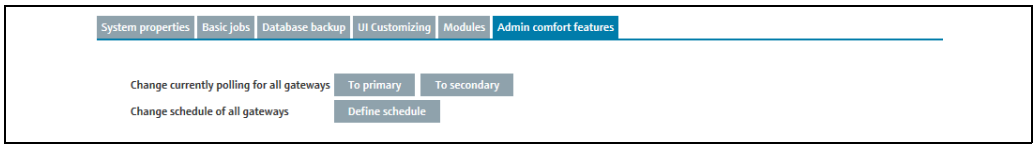
Activated modules are displayed with a green button, deactivated modules with a red.

14.6 Admin comfort features

When two redundant data sources are used, the switch between the data sources can be carried out for all gateways/tanks at once. The polling time for all gateways/tanks can also be scheduled at once. For details on redundant data sources, → 194.

Switching between 2 redundant data sources automatically is only possible between SupplyCare Enterprise and Tankvision Professional.

1. In the Navigation window, click the **System administration** menu.
2. Click the **System Properties** menu item.
3. Select the **Admin comfort features** tab.
4. The following view is displayed in the Application window:



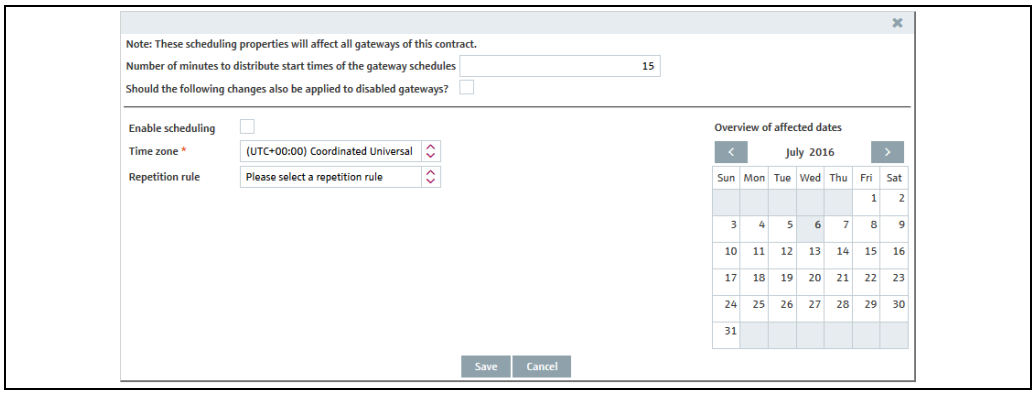
Systemeinstellungen_Admin-Komfort-Features_EN_30

Here, you specify the following:
- **Change currently polling for all gateways**: Switch all gateways/tanks between the primary (**To primary** button) and secondary (**To secondary** button) data sources. An Info window displays the successful switch.
- **Change schedule of all gateways**: Schedule the polling time for all gateways/tanks at once. Clicking the **Define schedule** button opens a window where the polling time can be scheduled, → 172.

14.6.1 Schedule polling time of all gateways

To schedule the polling time for all gateways/tanks, proceed as follows.

1. In the **System administration** menu, **System Properties** menu item, **Admin comfort features** tab, click the **Define schedule** button.
2. The following window opens:



Systemeinstellungen_Admin-Komfort-Features_EN_2_30

3. Here, you can enter data on the scheduling such as:

- **Number of minutes to distribute start times of the gateway schedules**
- **Should the following changes also be applied to disabled gateways?**
- **Enable scheduling**: the scheduling rule is enabled immediately as soon as the settings are saved.
- **Time zone**
- **Repetition rule**: you can select a rule here.
  Daily: possible to schedule by time or frequency.
  Weekly on every...: possible to select the specific days and schedule by time or frequency.
- **Schedule by**: select time or frequency.
  For the **Time** option, you can specify up to 12 times when scanning should take place. For the **Frequency** option, specify a time interval and a time frame when scanning should take place.

The days on which a scheduling rule is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.

4. Click the **Save** button to save your entries. Click **Cancel** to abort the process.

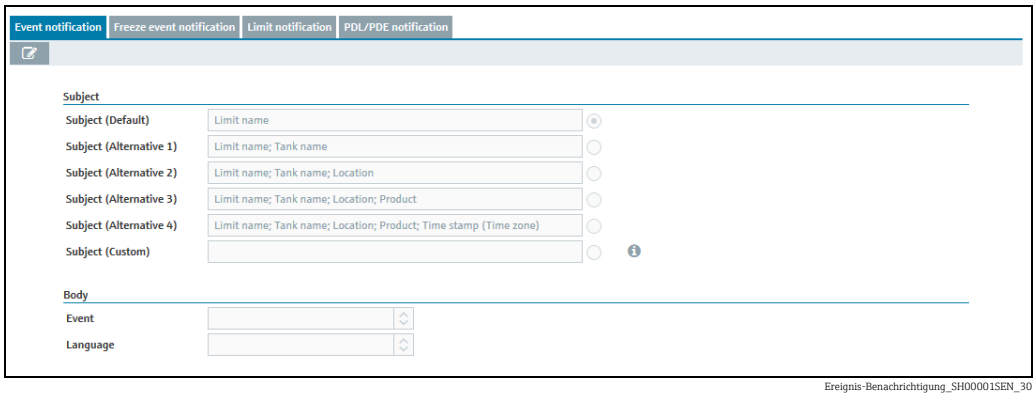
14.7 Defining notification

Only people whose role is configured as **System administrator** or **Local system administrator** can define and edit notifications.

14.7.1 Defining and editing event notification

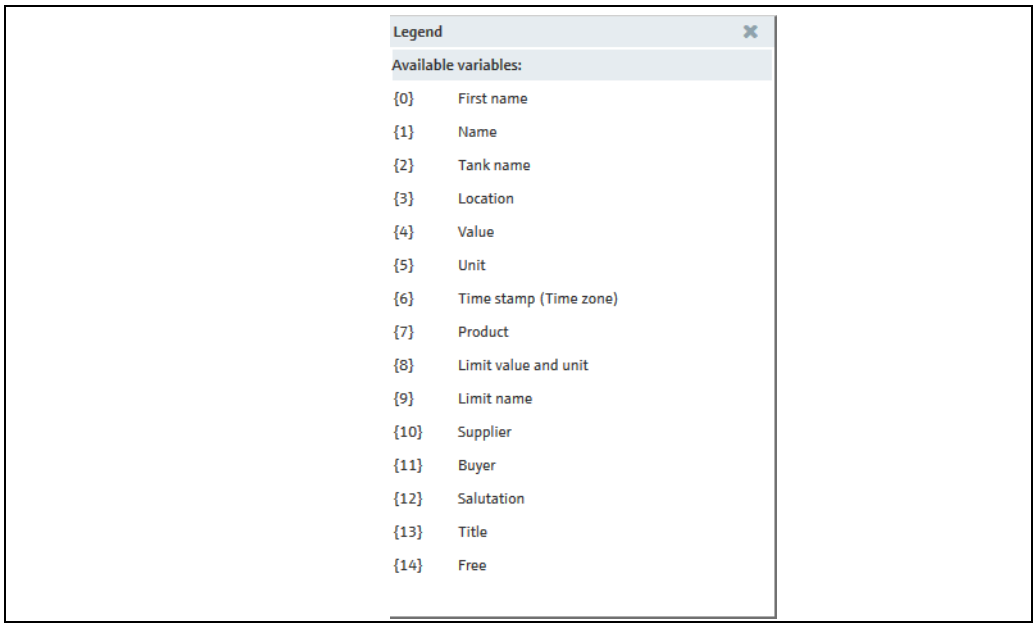
In the **Event notification** tab, you can specify the subject line and the event notification text for event notifications.

1. In the Navigation window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. The following view is displayed in the Application window:



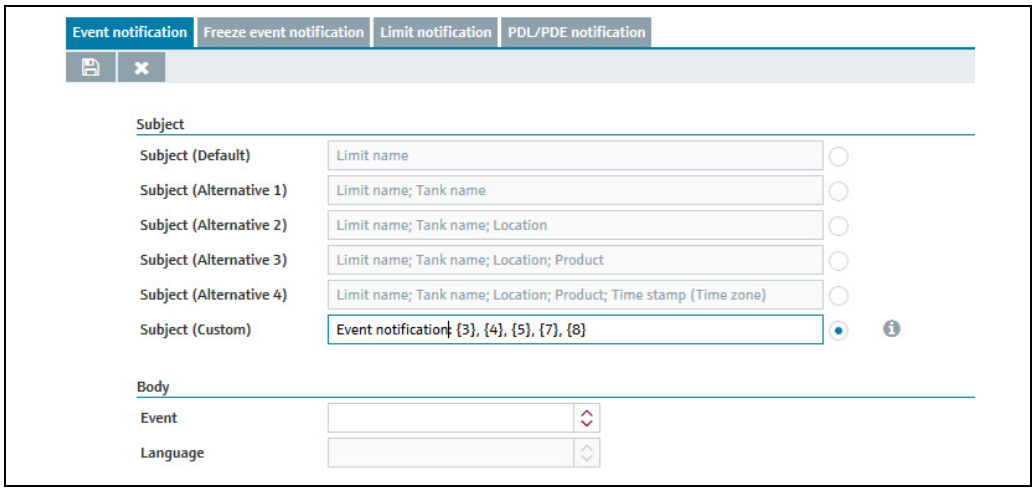
Ereignis-Benachrichtigung_SH00001SEN_30

4. Click the button.
5. The tab is displayed in the edit mode.
6. Click the relevant button for the desired subject line or select the **Subject (Custom)** radio button to define the subject yourself.
7. Click the button to display the **Available variables** legend:



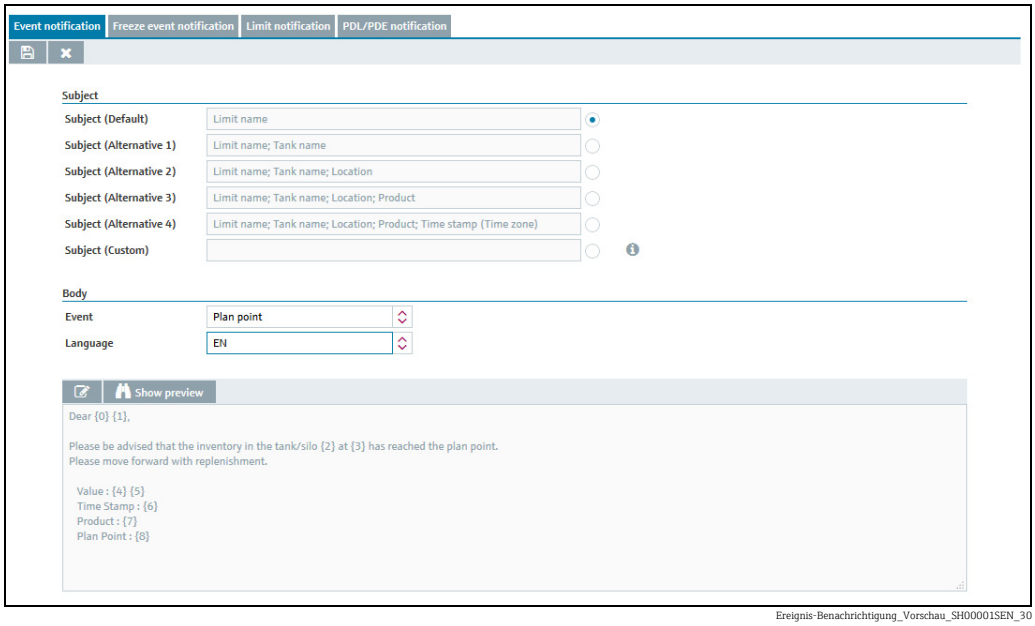
Ereignis-Benachrichtigung_Legende_SH00001SEN_30

8. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables, e.g.:



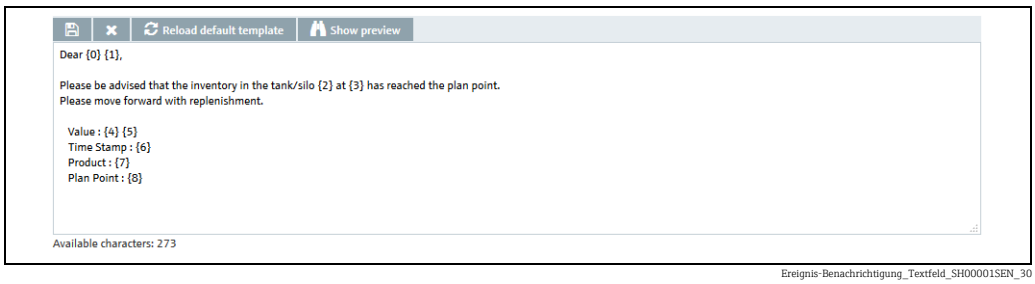
Ereignis-Benachrichtigung_Betreff_SH00001SEN_30

9. Click the ✖ button to close the **Available variables** legend.
10. Select the desired event from the **Event** picklist.
11. The **Language** picklist can be edited as soon as the event has been selected.
12. Select the desired language from the **Language** picklist.
13. The standard text template appears as soon as the language has been selected:



Ereignis-Benachrichtigung_Vorschau_SH00001SEN_30

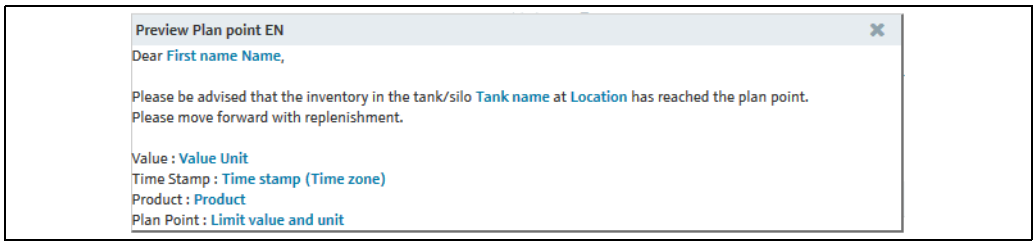
14. Click the ✎ button above the text box if you want to change the text in the box. The text box appears in the editing mode:



Ereignis-Benachrichtigung_Textfeld_SH00001SEN_30

You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

15. Click the button above the text box to display the **Available variables** legend.
16. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
17. Click the button to close the **Available variables** legend.
18. Click the **Show preview** button to see a preview of the text of the event notification:



Vorschaufenster_SH00001SEN_30

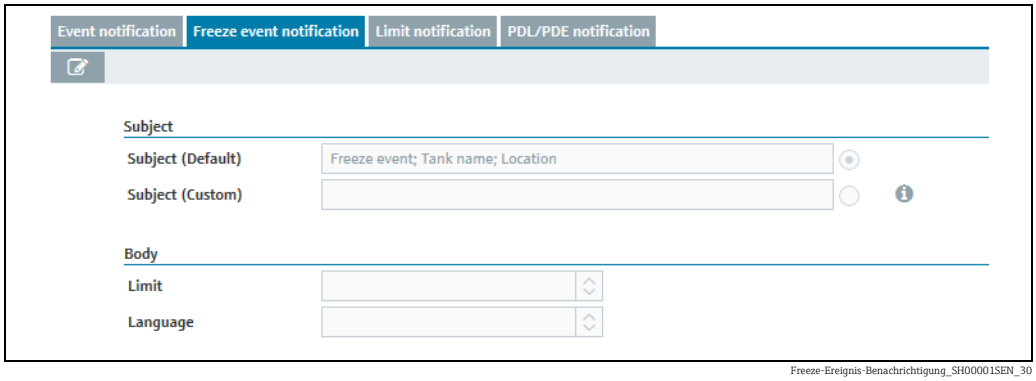
19. Click the button to close the preview window.
20. If necessary, click the **Reload default template** button to discard the changes and load the default template.
21. Click to save your entries in the text box. Click to abort the process.
22. Click to save your entries in the **Event notification** tab. Click to abort the process.

14.7.2 Defining and editing freeze event notification (Freeze event notification)

Only people whose role is configured as **System administrator** or **Local system administrator** can define and edit contract-specific freeze event notifications.

In the **Freeze event notification** tab, you can specify the subject line and the event notification text for the contract for which you are logged in.

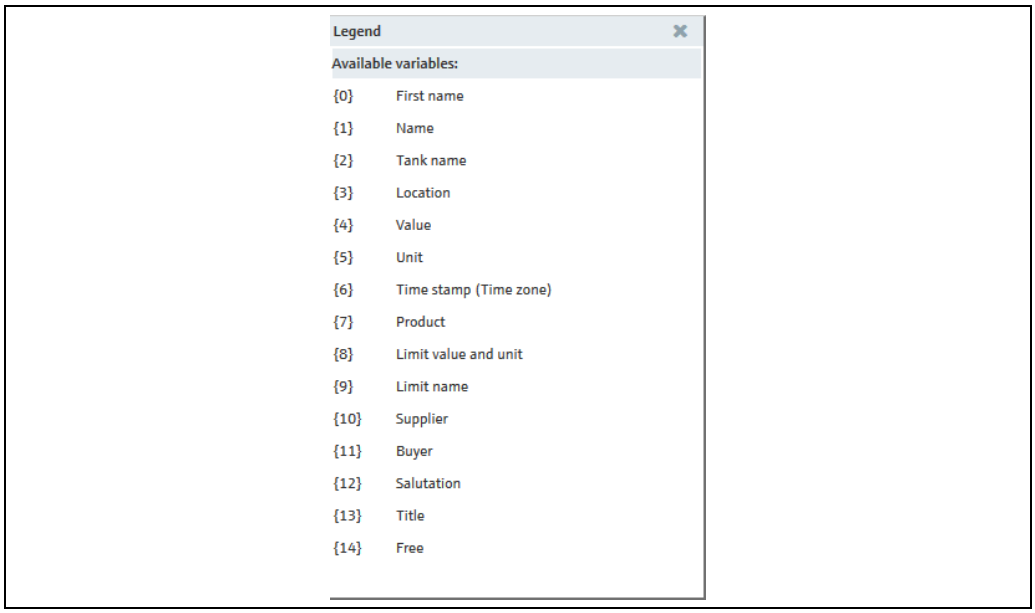
1. In the Navigation Window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. Click the **Freeze event notification** tab.
4. The following view is displayed in the Application window:



Freeze-Ereignis-Benachrichtigung_SH00001SEN_30

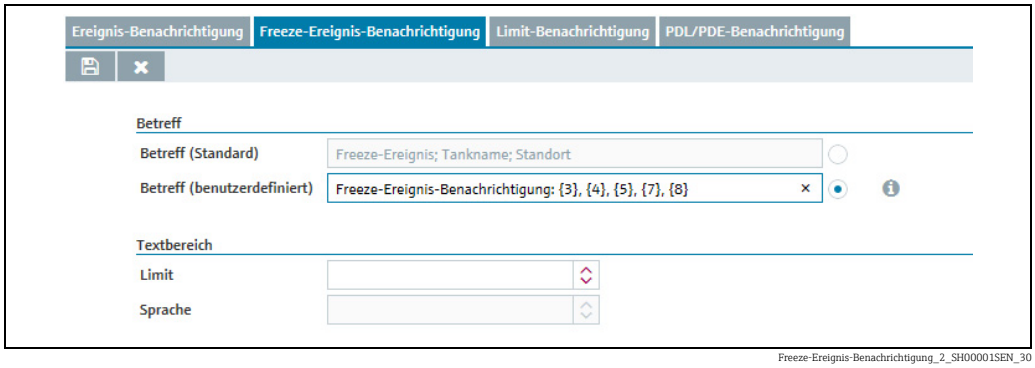
5. Click the button.
6. The tab is displayed in the edit mode.

7. Click the relevant button for the desired subject line or select the **Subject (Custom)** radio button to define the subject yourself.
8. Click the button ℹ to display the **Available variables** legend:



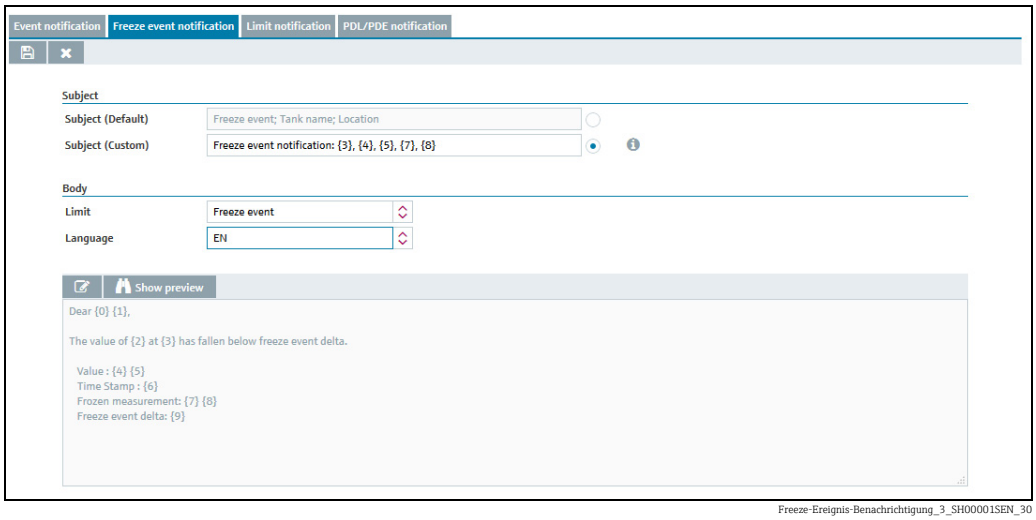
Ereignis-Benachrichtigung_Legende_SH00001SEN_30

9. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables. e.g.:



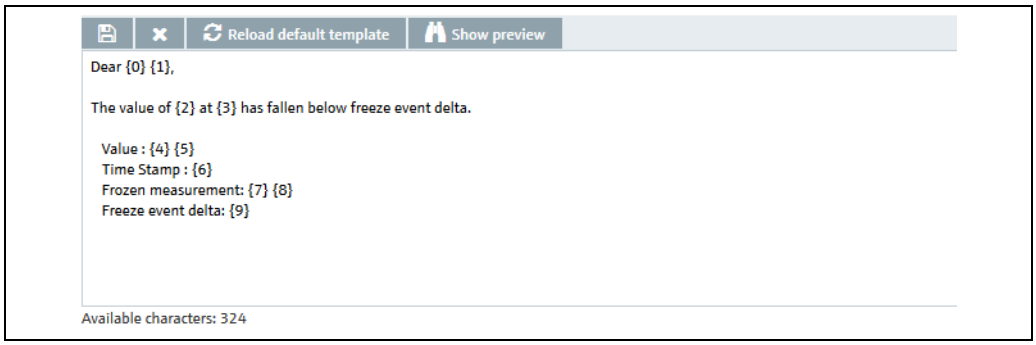
Freeze-Ereignis-Benachrichtigung_2_SH00001SEN_30

10. Click the ✖ button to close the **Available variables** legend.
11. Select the desired limit from the **Limit** picklist.
12. The **Language** picklist can be edited as soon as the limit has been selected.
13. Select the desired language from the **Language** picklist.
14. The standard text template appears as soon as the language has been selected:



Freeze-Ereignis-Benachrichtigung_3_SH00001SEN_30

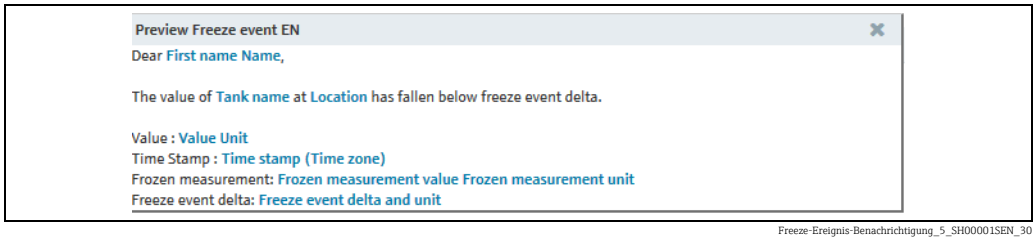
15. Click the button above the text box if you want to change the text in the box. The text box appears in the editing mode:



Freeze-Ereignis-Benachrichtigung_4_SH00001SEN_30

You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

16. Click the button above the text box to display the **Available variables** legend.
17. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
18. Click the button to close the **Available variables** legend.
19. Click the **Show preview** button to see a preview of the text of the event notification:



Freeze-Ereignis-Benachrichtigung_5_SH00001SEN_30

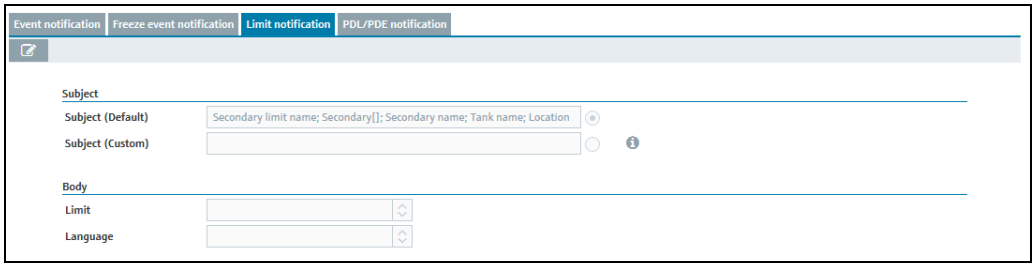
20. Click the button to close the preview window.
21. If necessary, click the **Reload default template** button to discard the changes and load the default template.

22. Click to save your entries in the text box. Click to abort the process.
23. Click to save your entries in the **Freeze event notification** tab. Click to abort the process.

14.7.3 Defining and editing limit notification

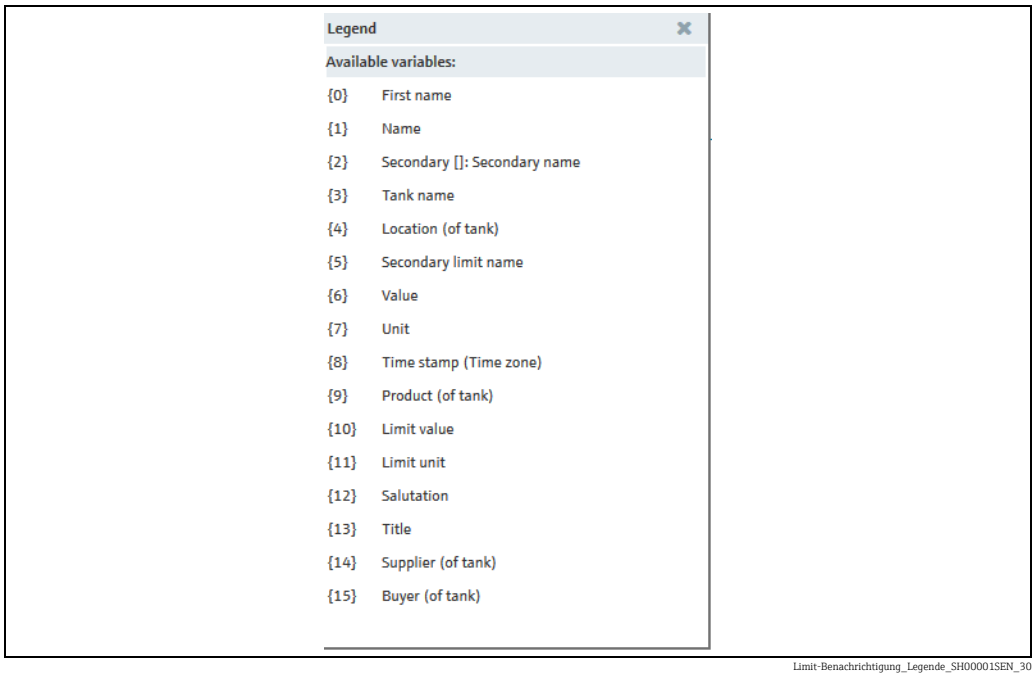
In the **Limit notification** tab, you can specify the subject line and the limit notification text for limit notifications.

1. In the Navigation Window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. Click the **Limit notification** tab.
4. The following view is displayed in the Application window:



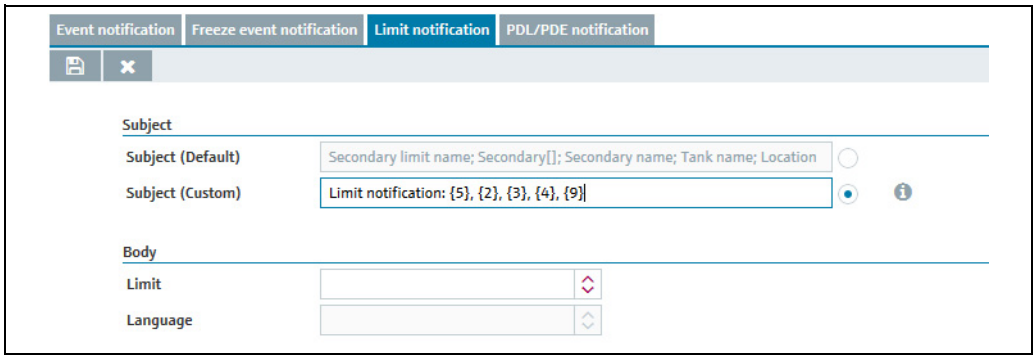
Limit-Benachrichtigung_SH00001SEN_30

5. Click the button.
6. The tab is displayed in the edit mode.
7. The radio button of the **Subject (Default)** subject line is preselected. Accept the preselection or click the **Subject (Custom)** radio button to define the subject yourself.
8. Click the button to display the **Available variables** legend:



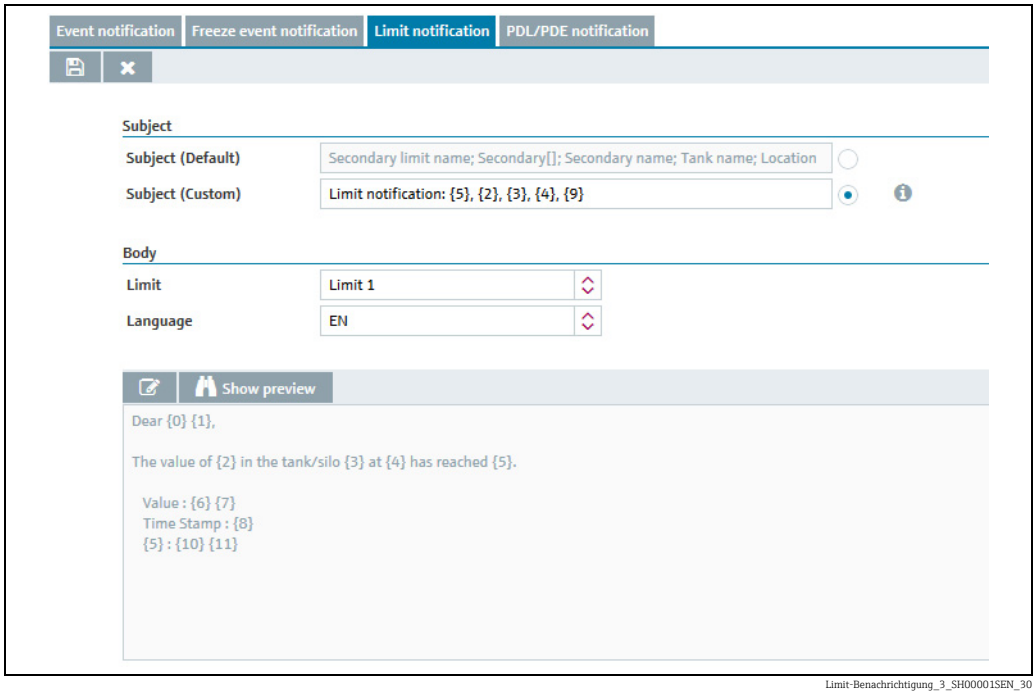
Limit-Benachrichtigung_Legende_SH00001SEN_30

9. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables. e.g.:



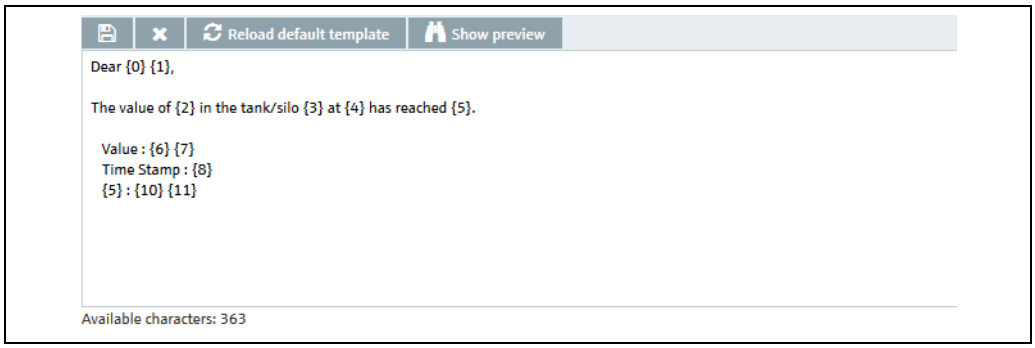
Limit-Benachrichtigung_2_SH00001SEN_30

10. Click the ✖ button to close the **Available variables** legend.
11. Select the desired limit from the **Limit** picklist.
12. The **Language** picklist can be edited as soon as the limit has been selected.
13. Select the desired language from the **Language** picklist.
14. The standard text template appears as soon as the language has been selected:



Limit-Benachrichtigung_3_SH00001SEN_30

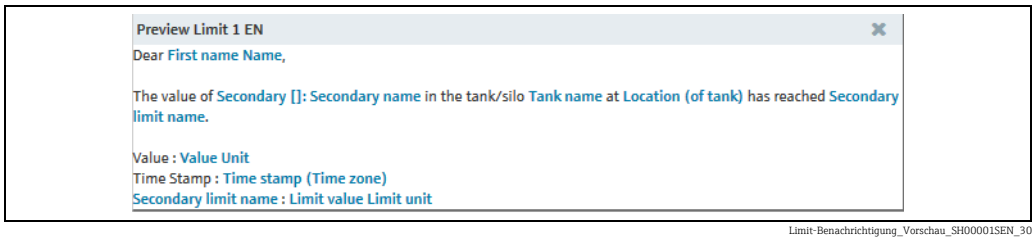
15. Click the ✎ button above the text box if you want to change the text in the box. The text box appears in the editing mode:



Limit-Benachrichtigung_Textfeld_SH00001SEN_30

You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

16. Click the button above the text box to display the **Available variables** legend.
17. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
18. Click the button to close the **Available variables** legend.
19. Click the **Show preview** button to see a preview of the text of the limit notification:



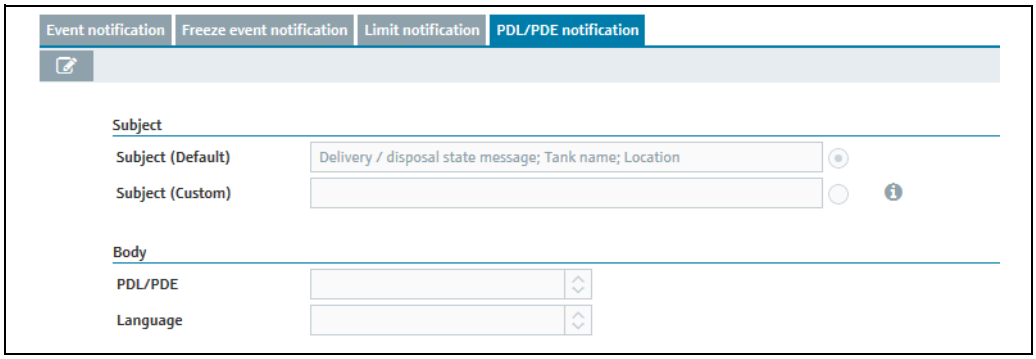
Limit-Benachrichtigung_Vorschau_SH00001SEN_30

20. Click the button to close the preview window.
21. If necessary, click the **Reload default template** button to discard the changes and load the default template.
22. Click to save your entries in the text box. Click to abort the process.
23. Click to save your entries in the **Limit notification** tab. Click to abort the process.

14.7.4 Defining and editing PDL/PDE notification

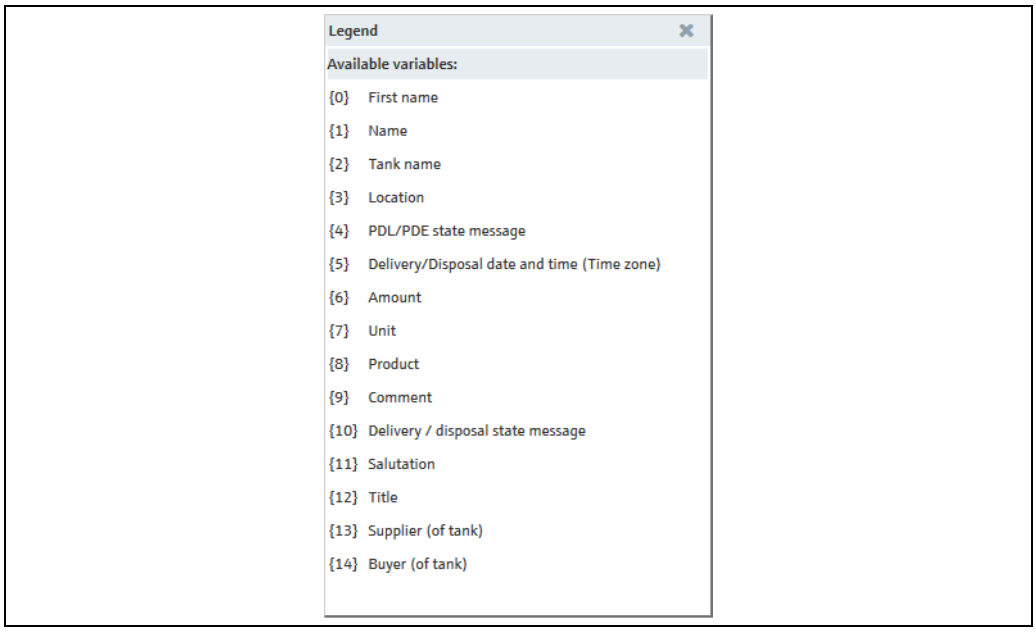
In the **PDL/PDE notification** tab, you can specify the subject line and the PDL/PDE notification text for PDL/PDE notifications.

1. In the Navigation Window, click the **System administration** menu.
2. Click the **Notifications** menu item.
3. Click the **PDL/PDE notification** tab.
4. The following view is displayed in the Application window:



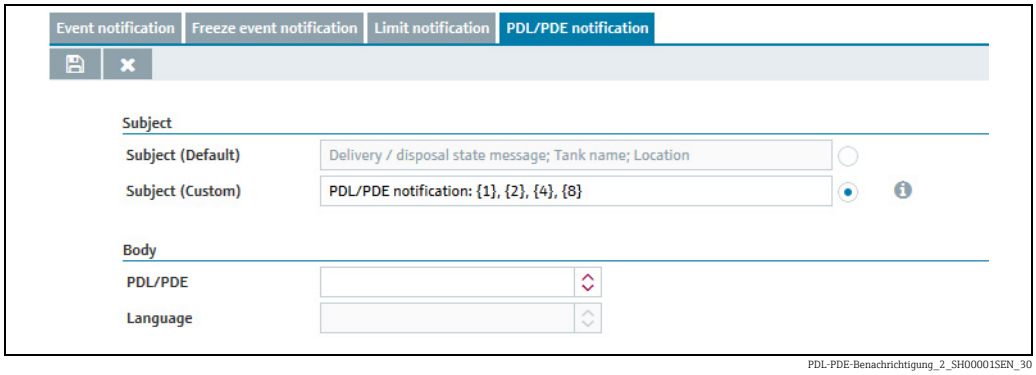
PDL-PDE-Benachrichtigung_SH00001SEN_30

5. Click the button.
6. The tab is displayed in the edit mode.
7. The radio button of the **Subject (Default)** subject line is preselected. Accept the preselection or click the **Subject (Custom)** radio button to define the subject yourself.
8. Click the button to display the **Available variables** legend:



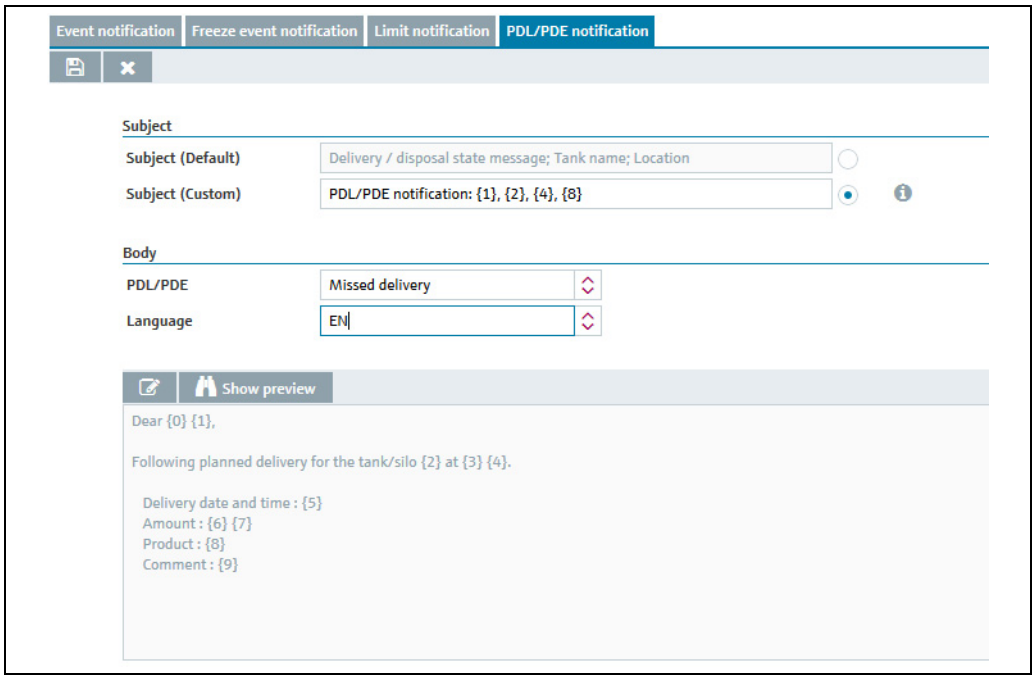
PDL-PDE-Benachrichtigung_Legende_SH00001SEN_30

9. In the **Subject (Custom)** field, enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables. e.g.:



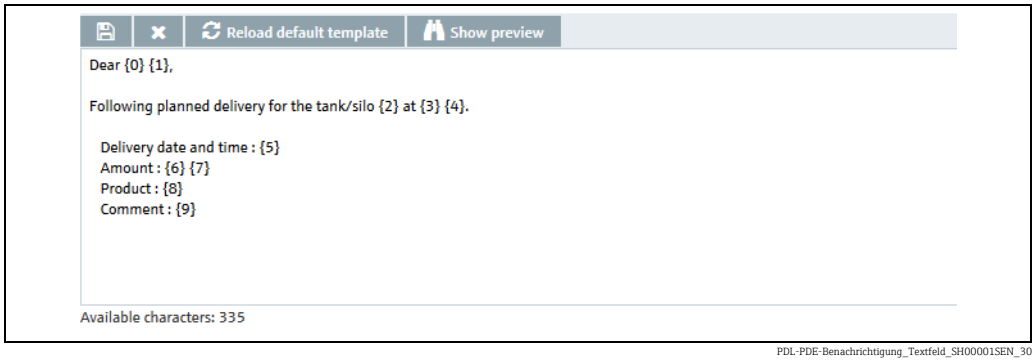
PDL-PDE-Benachrichtigung_2_SH00001SEN_30

10. Click the ✖ button to close the **Available variables** legend.
11. Select the desired limit from the **PDL/PDE** picklist.
12. The **Language** picklist can be edited as soon as the PDL/PDE has been selected.
13. Select the desired language from the **Language** picklist.
14. The standard text template appears as soon as the language has been selected:



PDL-PDE-Benachrichtigung_3_SH00001SEN_30

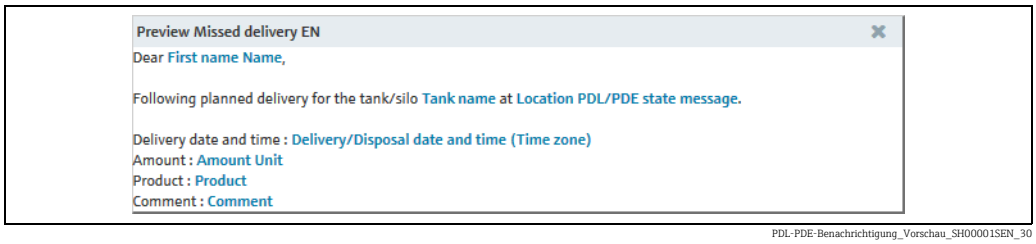
15. Click the button above the text box if you want to change the text in the box. The text box appears in the editing mode:



PDL-PDE-Benachrichtigung_Textfeld_SH00001SEN_30

You can enter a maximum of 500 characters in the text box. The difference between the maximum number of characters and the number of characters already used is indicated under the text box.

16. Click the ℹ button above the text box to display the **Available variables** legend.
17. Edit the text box: enter the number of the variable from the legend along with the curly brackets and individual text if needed. You can enter multiple variables.
18. Click the ✖ button to close the **Available variables** legend.
19. Click the **Show preview** button to see a preview of the text of the PDL/PDE notification:



PDL-PDE-Benachrichtigung_Vorschau_SH00001SEN_30

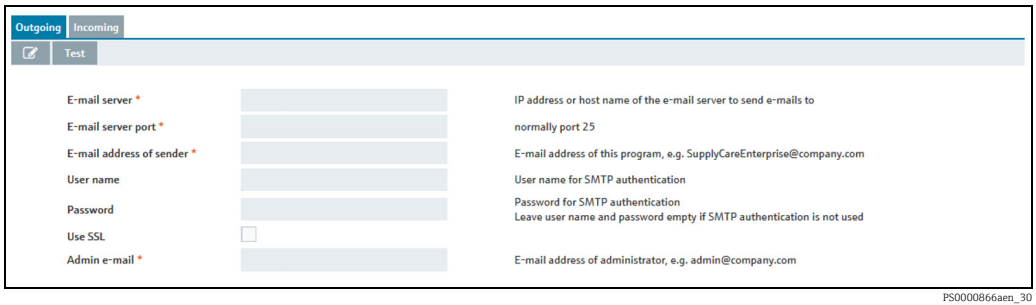
20. Click the ✖ button to close the preview window.
21. If necessary, click the **Reload default template** button to discard the changes and load the default template.
22. Click 💾 to save your entries in the text box. Click ✖ to abort the process.
23. Click 💾 to save your entries in the **PDL/PDE notification** tab. Click ✖ to abort the process.

14.8 Set up an e-mail connection

Only people whose user role is configured as **System administrator** can set up e-mail connections.

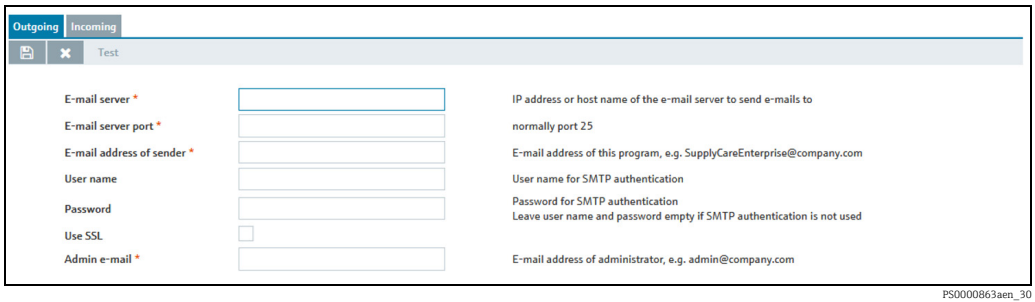
You can use this menu item to set up the e-mail connection for incoming and outgoing e-mails under SupplyCare.
The **Outgoing** e-mail connection is used to send events by mail to the user in question.
The **Incoming** e-mail connection is used to collect e-mails from the gateways.

1. Click the **System administration** menu in the Navigation window.
2. Click the **E-mail connection** menu item.
3. The following view is displayed in the Application window:



PS0000866aen_30

4. In the **Outgoing** tab you can configure the e-mail connection to an e-mail server for outgoing e-mails from SupplyCare.
5. Click the ✎ button.
6. The **Outgoing** tab is displayed in the edit mode.



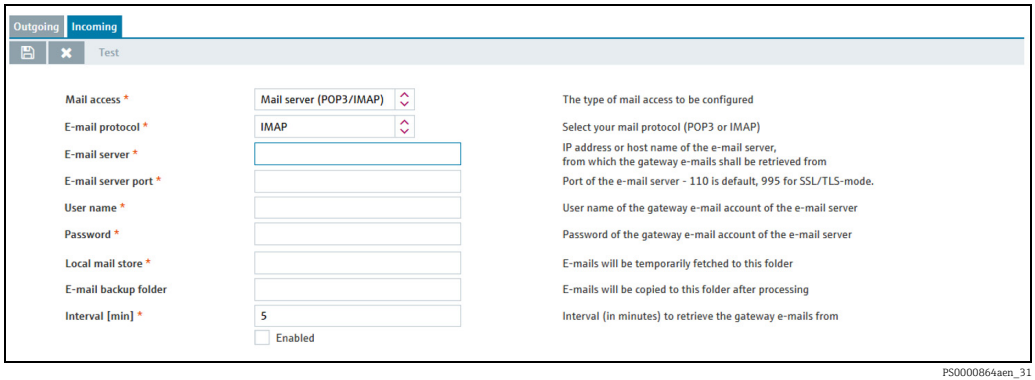
PS0000863aen_30

7. Here, enter the corresponding data for the e-mail connection for the outgoing e-mails, such as:

- **E-Mail Server** (obligatory)
- **E-Mail Server Port** (obligatory)
- **E-Mail address of sender** (obligatory)
- **User Name**
- **Password**
- **Use SSL**: Enable or disable encryption
- **Admin E-Mail** (obligatory): Alarm messages are sent to this e-mail address → 202.

8. Click to save your entries. Click to abort the process.

1. Select the **Incoming** tab. Here you configure the e-mail connection to an e-mail server from which the gateway e-mails are collected.
2. Click the button.
3. The **Incoming** tab is displayed in the edit mode.



PS0000864aen_31

4. **Mail access** (obligatory): Select a mail access to be configured. Options:

- **Mail server (POP3/IMAP)**
- **Microsoft 365 Mail**

Mail server (POP3/IMAP)

This configuration is the standard way how to configure incoming mail traffic.

5. The relevant data for the e-mail connection for incoming e-mails are entered here:

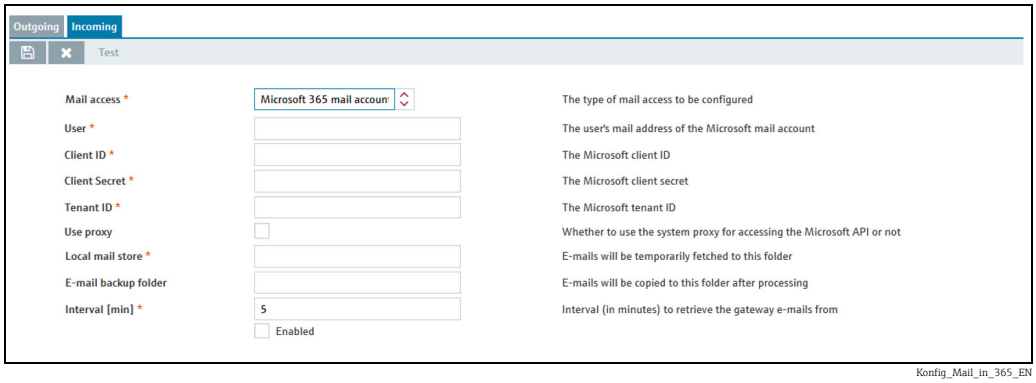
- **E-Mail protocol** (obligatory). The options POP3 and IMAP are available. POP3 is set as standard. When IMAP is selected, the setting for the mail server port is adapted automatically.
- **E-Mail server** (obligatory)
- **E-Mail server port** (obligatory)
- **User name** (obligatory)
- **Password** (obligatory)
- **Local mail store** (obligatory)

– **E-mail backup folder** (optional)
– **Interval (in minutes)** (obligatory)

6. Activate the **Enabled** check box.
7. Click to save your entries. Click to abort the process.

Testing the e-mail connection:

1. Click **Test**.
2. If the e-mail connection has been set up correctly, the message "The connection test was successful" is displayed.
3. The e-mail server is queried at regular intervals (in minutes).



Konfig_Mail_in_365_EN

Microsoft 365 mail account
This configuration is specific for the case that incoming mail traffic shall be done via a Microsoft Azure 365 mail account.

5. Enter the relevant data for e-mail connection via Microsoft Azure 365 mail account:

– **User** (obligatory): User name used for the Microsoft Azure 365 authentication.
– **Client ID** (obligatory): Client identification information, generated for the Microsoft Azure 365 mail account by registering your application in Azure AD.
– **Client Secret** (obligatory): Secret for the client used during the authentication phase, generated for the Microsoft Azure 365 mail account.
– **Tenant ID**(obligatory): ID of the tenant used during the authentication phase, generated for the Microsoft Azure 365 mail account.
– **Use proxy**: must be check if a proxy is used and configurated in SupplyCare for HTTPS requests.
– **Local mail store** (obligatory)
– **E-mail backup folder** (optional)
– **Interval (in minutes)** (obligatory)

6. Activate the **Enabled** check box.
7. Click to save your entries. Click to abort the process.

Testing the e-mail connection:

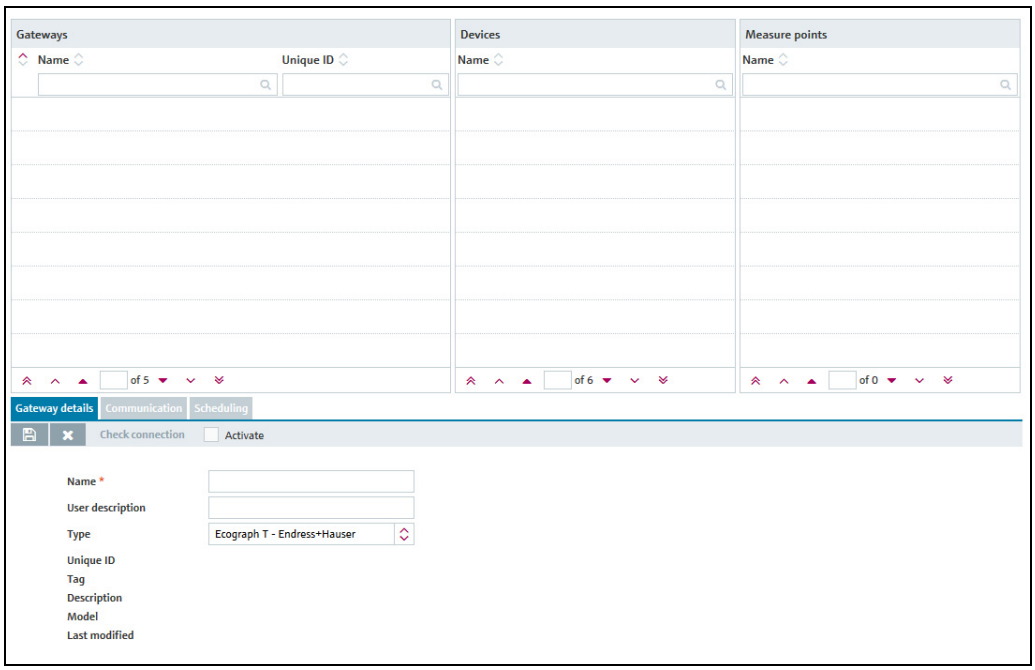
1. Click **Test**.
2. If the e-mail connection has been set up correctly, the message "The connection test was successful" is displayed.
3. The e-mail server is queried at regular intervals (in minutes).

14.9 Creating new gateways, configuring gateways and replacing gateways – Gateway configuration menu

Only people whose role is configured as **System administrator** or **Local system administrator** can create, configure and replace gateways.

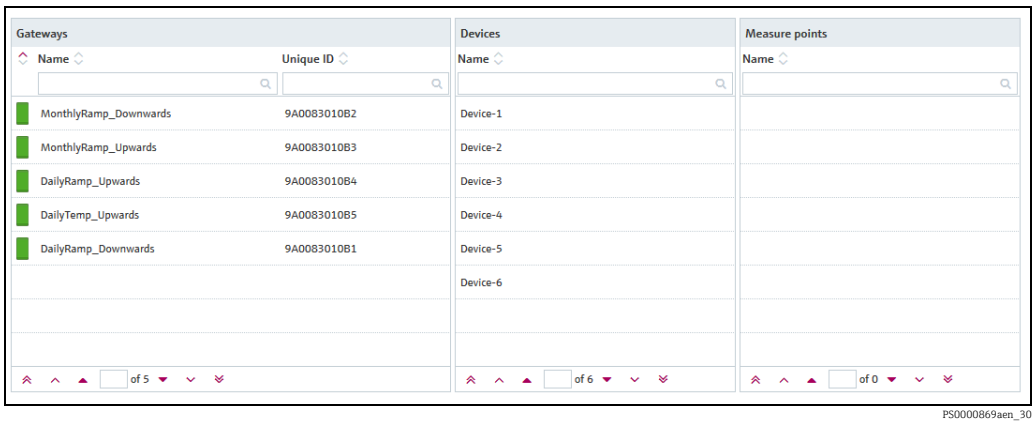
If the measured values get into the application via the communication version "e-mail", these gateways are automatically listed by SupplyCare. Via the **New Gateways** menu item the gateways are linked with SupplyCare (→ 206).

1. In the Navigation window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item.
3. Click the button.
4. The **Gateway details** tab is displayed in the edit mode. If no gateways have been created yet, the following view appears in the application window:



PS0000867aen_30

If gateways have already been created, the previously created gateways are displayed as follows:

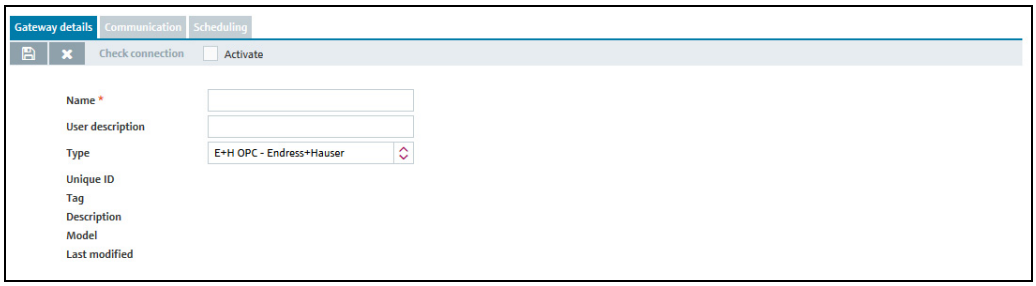


PS0000869aen_30

For creating new gateways → 188.
For configuring gateways → 188.

14.9.1 Creating new gateways

1. In the Navigation window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item.
3. Select the **Gateway details** tab.
4. Click the button.
5. The tab is displayed in the edit mode.



PS0000868aen_30

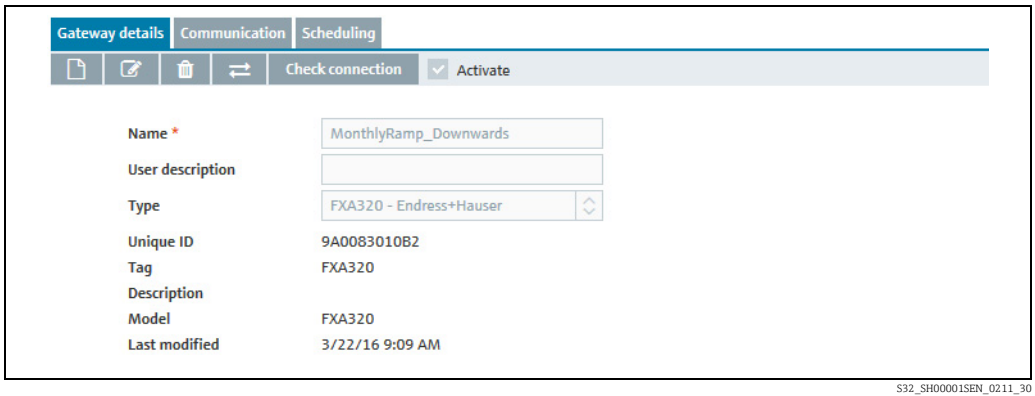
6. Enter a name in the **Name** field.
7. If necessary, enter a description in the **User Description** field.
8. Via the **Type** field, select the gateway used. You can choose between the following gateways:

Gateway	Communication	Additional information
E+H OPC - Endress+Hauser		Select this gateway type to configure the Endress+Hauser OPC Bridge in SupplyCare Enterprise
Ecograph T – Endress+Hauser	Internet	
FXA320 – Endress+Hauser	Internet or e-mail	via cellular network or Ethernet
FXA42 – Endress+Hauser	Internet or e-mail	via cellular network, WLAN or Ethernet
FXA520 – Endress+Hauser	Internet or e-mail	via cellular network or Ethernet
FXA720 – Endress+Hauser	Internet	
Memograph M – Endress+Hauser	Internet	
NXA820 – Endress+Hauser	Internet	via Ethernet To configure NXA820 output data, see BA00339G, Chapter The "System Administration" menu, Subchapter Tankvision Outputs
HG1plus	Internet	

9. Click to save your entries. Click to abort the process.
10. After saving, the gateway is displayed in the **Gateways** table.
11. Configure the gateway as described → 188.

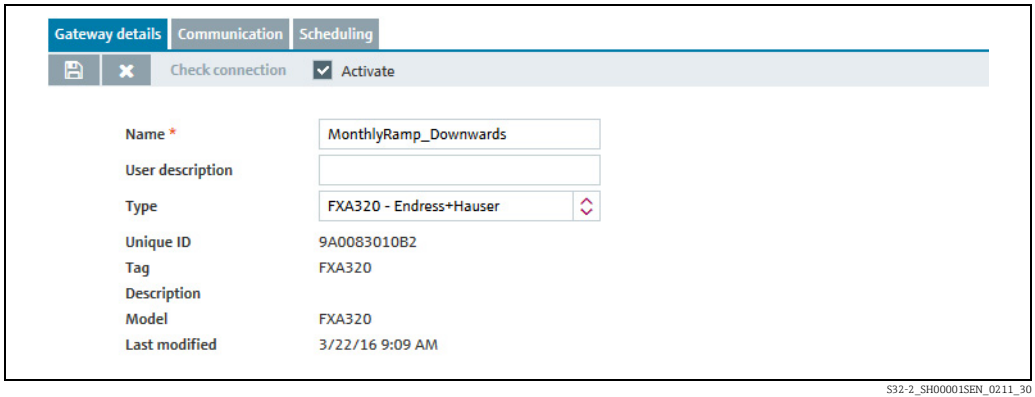
14.9.2 Configure gateways

1. In the **Gateways** table, select the gateway you want to configure.
2. In the Application Window, the known data of the selected gateway are displayed in the **Gateway details** tab. Depending on the gateway type, the tab may be slightly different from the image shown.



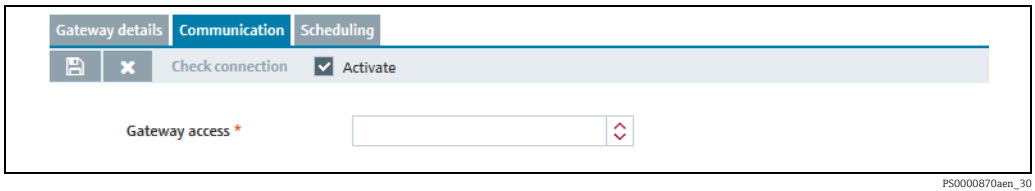
S32_SH00001SEN_0211_30

3. Click the button.
4. The tab is displayed in the edit mode.



S32-2_SH00001SEN_0211_30

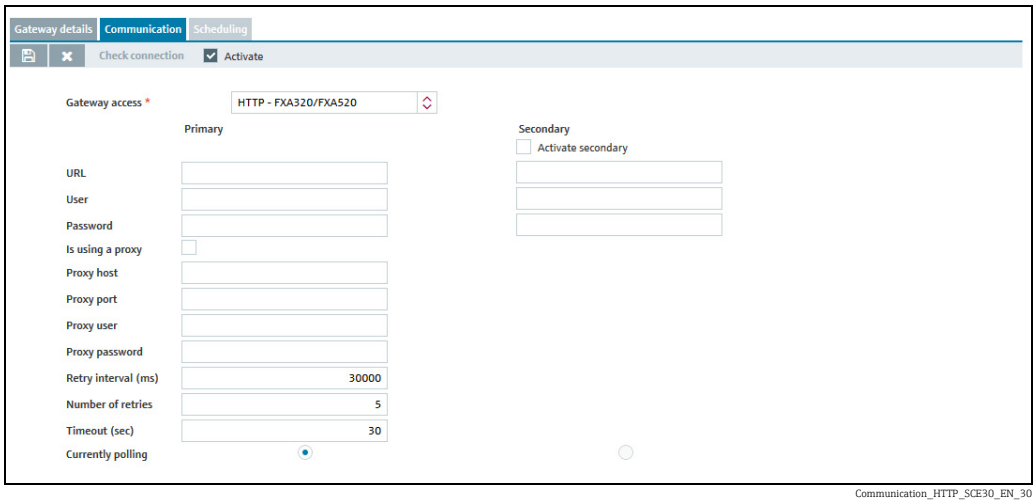
5. Change the entries in the fields **Name** and **User description** if necessary.
6. Click to save your entries. Click to abort the process.
7. Select the **Communication** tab.
8. Click the button.
9. The tab is displayed in the edit mode.



PS0000870aen_30

10. Select the communication version for the **Gateway access** field.
11. Additional fields are displayed on the tab depending on the communication version selected.

a) Communication via Internet/Intranet (HTTP)



Communication_HTTP_SCE30_EN_30

Here, you specify the following data:
- **URL** (obligatory): The URL is comprised of the IP address of the selected gateway and an addition.
  Example: IP address: **http://192.168.1.1**, plus addition: **/index.xml**
  Together, they make up the complete URL: **http://192.168.1.1/index.xml**
  The addition to the IP address is different from one type of gateway to another. Gateway-types and additions are listed in the table below.
- **User** (obligatory)
- **Password** (obligatory for the gateway types NXA720 and FXA42)
- **Is using a proxy**
- **Proxy host**
- **Proxy port**
- **Proxy user**
- **Proxy password**
- **Retry interval (ms)**: Interval between retries if the attempt to establish a connection has failed.
- **Number of retries**: number of retries if the attempt to establish a connection has failed.
- **Timeout** (sec): Time interval, during which SupplyCare attempts to set up an HTTP connection. When the set time has passed, SupplyCare cancels the connection attempt. The value is adjustable, the default value is 30 seconds.

Gateway	IP address (example)	Addition
E+H OPC – Endress+Hauser	http://192.168.1.1 → 215	/index.html
Ecograph T	http://192.168.1.1	/index.xml
FXA320	http://192.168.1.1	/index.xml
FXA42	http://192.168.1.1	/index.xml
FXA520	http://192.168.1.1	/index.xml
FXA720	http://192.168.1.1	/bin/index?page=2011
Memograph M	http://192.168.1.1	/xml
NXA820	http://192.168.1.1	/supplycare.esp
HG1plus	http://192.168.1.1	/index.xml

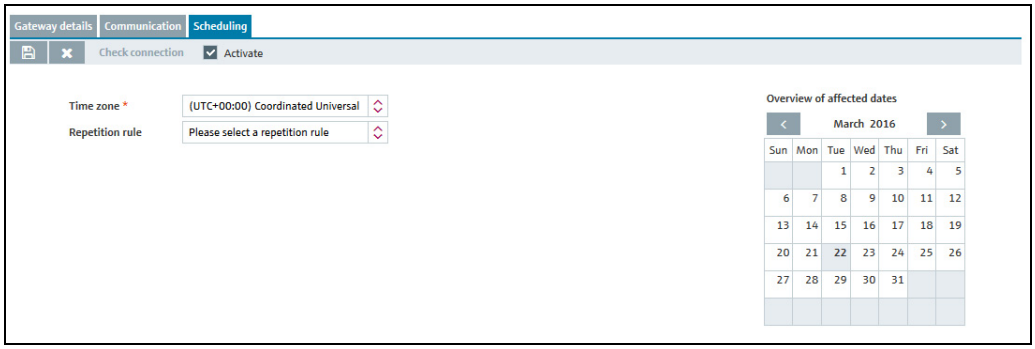
Click to save your entries. Click to abort the process.

With communication via Internet (HTTP), retrieval is carried out actively by SupplyCare and managed by the Scanning schedule → 191.

Scanning schedule – Scheduling

If **Internet (HTTP)** has been selected as the mode of communication, you must specify a scanning schedule.

12. Click the **Scheduling** tab.
13. Click the button.
14. The tab is displayed in the edit mode.



Kommunikation_T_2_SH00001SEN_30

15. Here, you can enter data on the scanning schedule such as:

- **Enable scheduling**: the scheduling rule is enabled immediately as soon as the scanning schedule has been completed.
- **Time zone**
- **Repetition rule**: you can select a rule here.
  Daily: possible to schedule by time or frequency.
  Weekly on every...: possible to select the specific days and schedule by time or frequency.
- **Schedule by**: select time or frequency.

You can specify up to 12 scan times for the **Time** option. For the **Frequency** option, specify an interval in hours and minutes and a start and end time for the scan.
The days on which a scan is executed are highlighted in color in the calendar. You can scroll through the calendar on a month-by-month basis.

16. Click to save your entries. Click to abort the process.
17. Click the **Check connection** button.

Please note that the connection check can take several minutes.

18. If the connection is fine, the message "Successfully tested" appears.
19. Click **OK**.
20. Click the button. The tab is displayed in the edit mode.
21. Tick the **Activate** check box.
22. Click to save your entries. Click to abort the process.

The measuring points that are connected to the configured gateway are read into SupplyCare depending on the scheduling.

b) Communication by e-mail

For the communication variant "E-mail", the measured values reach the SupplyCare system via incoming e-mails.

Depending on the type of gateway used, there are monitoring options available:
- Monitoring the criteria **Number of incoming e-mails** and **Measuring value from measurepoint available/missing**. This is the factory preset for all gateways. In general, this option is sufficient.
- **Extended monitoring**: In addition to the preset monitoring, the measurepoints can also be monitored with individually set time intervals. This option is only available for gateways which support this function (e. g. Fieldgate FXA42).

SupplyCare displays the alarm message **Bad measured data** in the tank overview, if one of the following conditions is fulfilled:

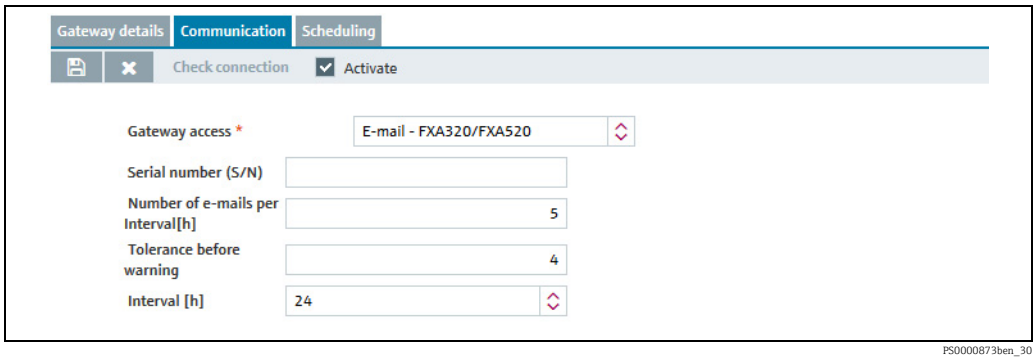
- The gateway has sent not enough or too many e-mails to SupplyCare.
- In one of the e-mails, the data from a measurepoint are missing.
- The measuring interval set for a measurepoint (plus the set tolerance) has passed, but the gateway has not delivered a measuring value.

Monitoring E-mails and measuring points

For the communication variant "E-mail", the measured values reach the SupplyCare system via incoming e-mails.
The number of these incoming e-mails can be monitored and must lie within a certain range. The count includes only the e-mails with a subject line that has a valid three-digit code. Refer also the parameter "cm.dailyScanAmount.digitCodes", → 160.

The e-mail content is also analyzed for monitoring. SupplyCare examines wether the respective gateway has submitted data for all the measuring points that are connected to a tank. If a measuring value is missing, SupplyCare generates an alarm message. By this means, a defect measurepoint can be found quickly.

Setting up the monitoring of incoming e-mails:



Here, you specify the following data:
- **Serial number** (obligatory): Serial number of the gateway
- **Number of e-mails per interval** [h]: E-mails expected for the specified interval (**Interval** field). If the field remains empty or you enter the value "0", the number of incoming e-mails is not monitored.
  Refer also the parameter "cm.dailyScanAmount", → 160.
- **Tolerance before warning**: The tolerance defines the tolerance range for the number of incoming e-mails. If the number of incoming e-mails is outside this range, an alarm message is generated.
  Refer also the parameter "cm.dailyScanAmount.tolerance", → 160.
- **Interval [h]**: Interval in which the number of incoming e-mails must lie within the specified tolerance. If you enter the characters "- -" for the field, the number of incoming e-mails is not monitored.
  Refer also the parameter "cm.dailyScanAmount.interval", → 160.

Example
- Daily number of e-mails: 5
- Tolerance before warning: 4

– Interval [h]: 24

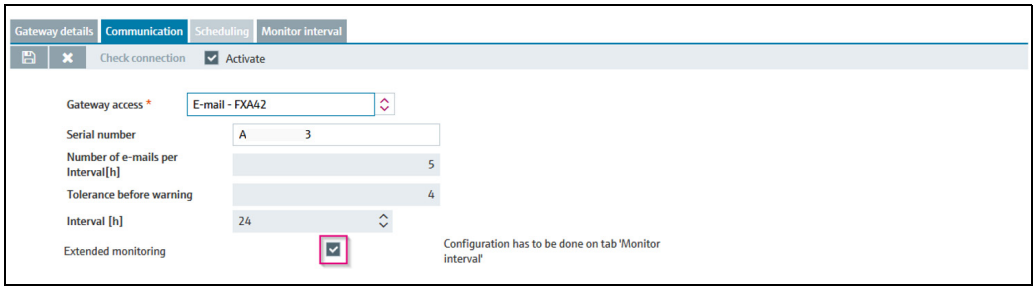
If the number of incoming e-mails within 24 hours for this gateway (Fieldgates) is less than 1 or greater than 9, the status for this measured value is set to "No measured data" and the corresponding icon is set for the tank overview (**Tank** workplace).

You can assign the default values for the fields **Number of e-mails per interval [h]**, **Tolerance before warning** and **Interval [h]** for all new gateways to be created in the **System properties** menu → 191.

Extended measurepoint monitoring

If a gateway is selected that can process individual measuring intervals for measurepoints (e. g. Fieldgate FXA42), then SupplyCare can also monitor the data transmission of the measurepoints individually. Advantage: Data traffic can be reduced, because it is no longer necessary to transmit data from all measurepoints with every e-mail.

Setting up extended measurepoint monitoring:

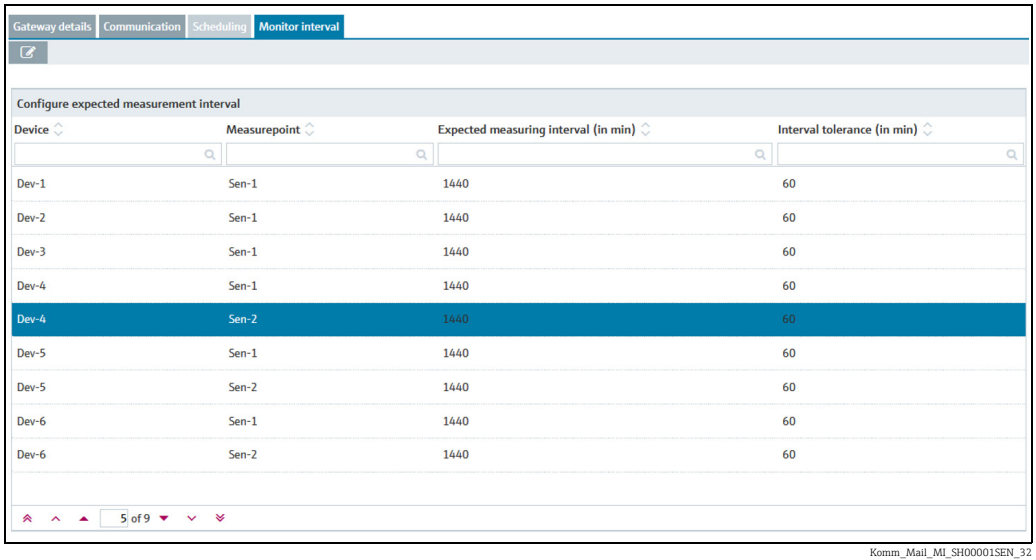


Komm_Mail_ExMon_SH00001SEN_32

1. **Serial number** (obligatory): Put in the gateway's serial number.
2. Activate the check box **Extended Monitoring**.
3. Click to save the entries. Click to abort the process.
4. Select the **Monitor Interval** tab.

Standard values for extended measurepoint monitoring are put in.
Expected measuring interval (in min.): 1440 (corresponds to 1 e-mail per day),
Interval tolerance (in min.): 60 (corresponds to 1 hour).

5. Click the button. The tab is displayed in the edit mode.



Komm_Mail_MI_SH00001SEN_32

6. Select a measurepoint.
7. In the column **Expected measuring interval (in min.)**, enter the interval at which a new measurement value is expected to be present.

If the value zero is entered in the column **Expected measuring interval (in min.)**, then the measurepoint monitoring is deactivated for this measurepoint.

8. Enter a value in the column **Interval tolerance (in min.)**.

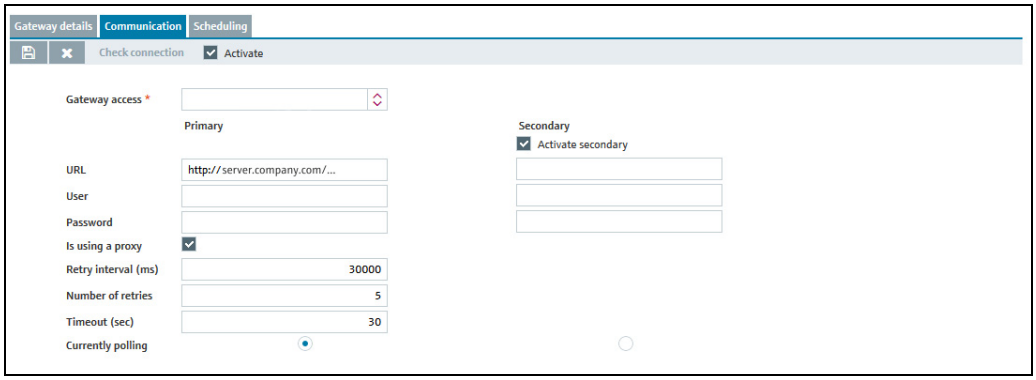
The tolerance value indicates for how many minutes the set interval can be exceeded without an alarm message being generated.

9. Click [save] to save the entries. Click [cancel] to abort the process.

c) Redundant data sources

It is possible to switch between 2 redundant data sources. In case of failure of the primary data source, the system switches automatically to the secondary data source.

Switching between 2 redundant data sources automatically is only possible between SupplyCare Enterprise and Tankvision Professional.

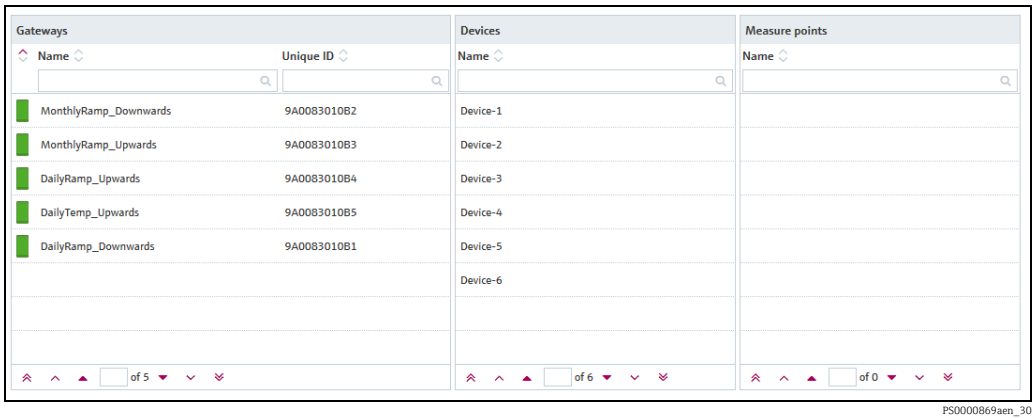


Communication_Redundant-data-sourcesEN_30

Here, you specify the following data:
- **Activate secondary** Enable this check box to activate a secondary gateway for a redundant data source.
- **URL** (obligatory): → 190
- **User** (obligatory)
- **Password**
- **Retry interval (ms)**: Interval between retries if the attempt to establish a connection has failed.
- **Number of retries**: number of retries if the attempt to establish a connection has failed.
- **Timeout** (sec): Time interval, during which SupplyCare attempts to set up an HTTP connection. When the set time has passed, SupplyCare cancels the connection attempt. The value is adjustable, the default value is 30 seconds.
- **Currently polling** Shows the currently active connection. Allows manual switch between the **Primary** and **Secondary** data source.

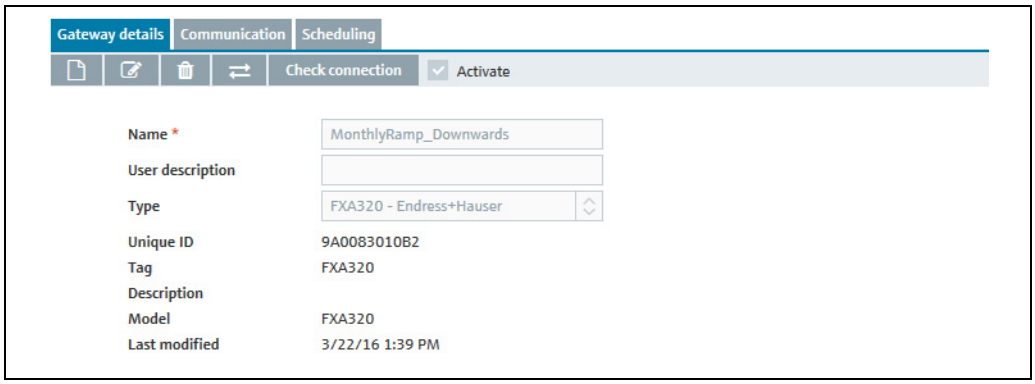
14.9.3 Replacing a gateway

1. Replace the gateway in your system.
2. In the Navigation window, click the **System administration** menu.
3. Click the **Gateway configuration** menu item.
4. The following is displayed in the Application window:



PS0000869aen_30

5. In the **Gateways** table, select the gateway you wish to replace.
6. The **Gateway details** tab opens in the application window:



S37_SH00001SEN_0211_30

You must take the mode of communication into consideration to be able to replace an already configured gateway with a new gateway.

- **Communication by Internet (HTTP):**
  When replacing gateways where the mode of communication is Internet (HTTP), you must configure the appropriate settings for the new gateway on the **Communication** tab.

- **Communication by E-mail:**
  When replacing gateways where the mode of communication is E-mail, you must enter the serial number (unique ID) of the new gateway in the **Serial number** field on the **Communication** tab.

7. Click the **Replace gateway** button. Using the HTTP communication a connection to the new gateway is established and the **Unique ID** in the system is replaced by the new one.
   The new gateway is now implemented in SupplyCare Enterprise and assumes the existing tasks of the gateway it replaced.

14.10 Configuring manual values

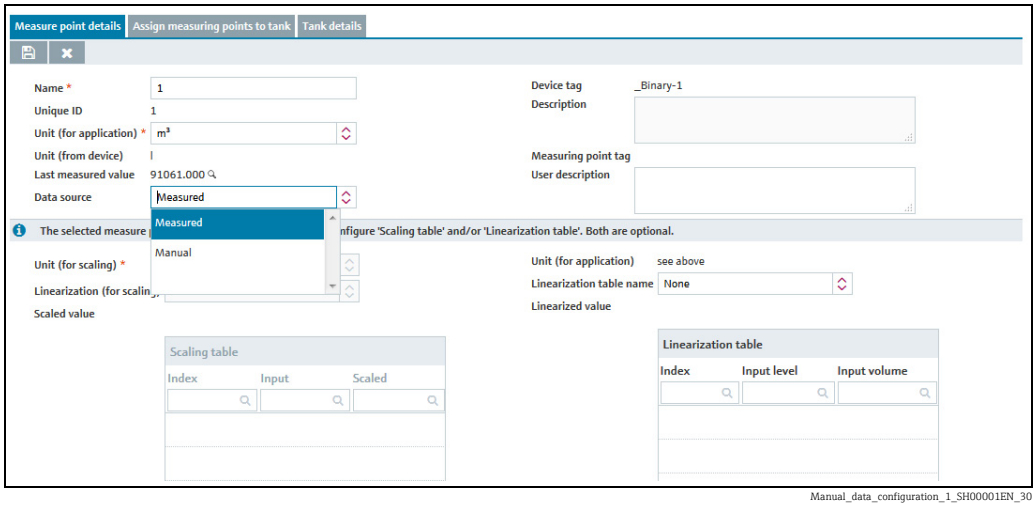
Only people whose user role is configured as **System administrator** or **Local system administrator** can configure manual values.

Before it is possible to configure manual values, this function must be enabled in system properties first → 163.

Once a value is set to **Manual** it can not be switched back into **Measured**.

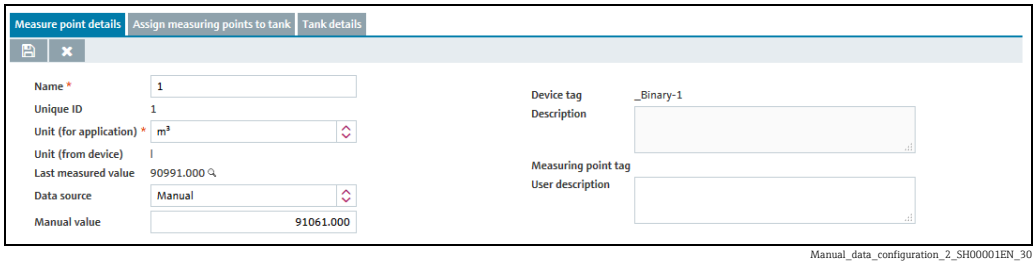
Whenever a measurement is received from the gateway whose status is not **Manual** the data source of the concerning measure point is set to **Measured**.

1. In the Navigation Window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item.
3. Select a gateway in the Gateways table. The **Devices** table shows the devices belonging to the gateway.
4. Select a device in the **Devices** table. The **Measuring points** table shows the measuring points belonging to the device.
5. In the **Measuring points** table, select the measuring point you wish to give a manual value to.
6. The following detail view is displayed in the Application Window:



Manual_data_configuration_1_SH00001EN_30

7. Click the button.
8. From the picklist **Data source** you can now select wether the measure point is **Measured** or **Manual**. If you select **Manual** then the **Manual value** field appears. The displayed value represents the last measured value. You can now enter a value of max. 32 digits.



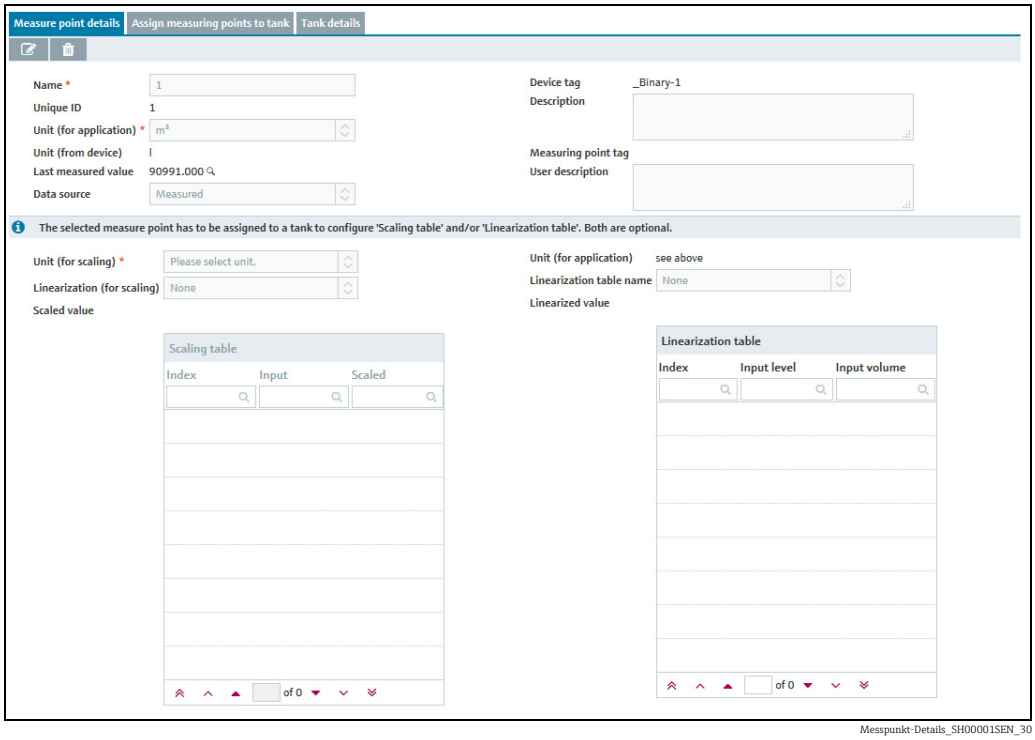
Manual_data_configuration_2_SH00001EN_30

9. Click to save your entries. Click to abort the process.

14.11 Assigning a measuring point to a tank

Only people whose user role is configured as **System administrator** or **Local system administrator** can assign a measuring point to a tank.

1. In the Navigation window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item (→ 187).
3. Select a gateway in the **Gateways** table. The **Devices** table shows the devices belonging to the gateway.
4. Select a device in the **Devices** table. The **Measuring points** table shows the measuring points belonging to the device.
5. In the **Measuring points** table, select the measuring point you wish to assign to a tank.
6. The following detail view is displayed in the Application window:

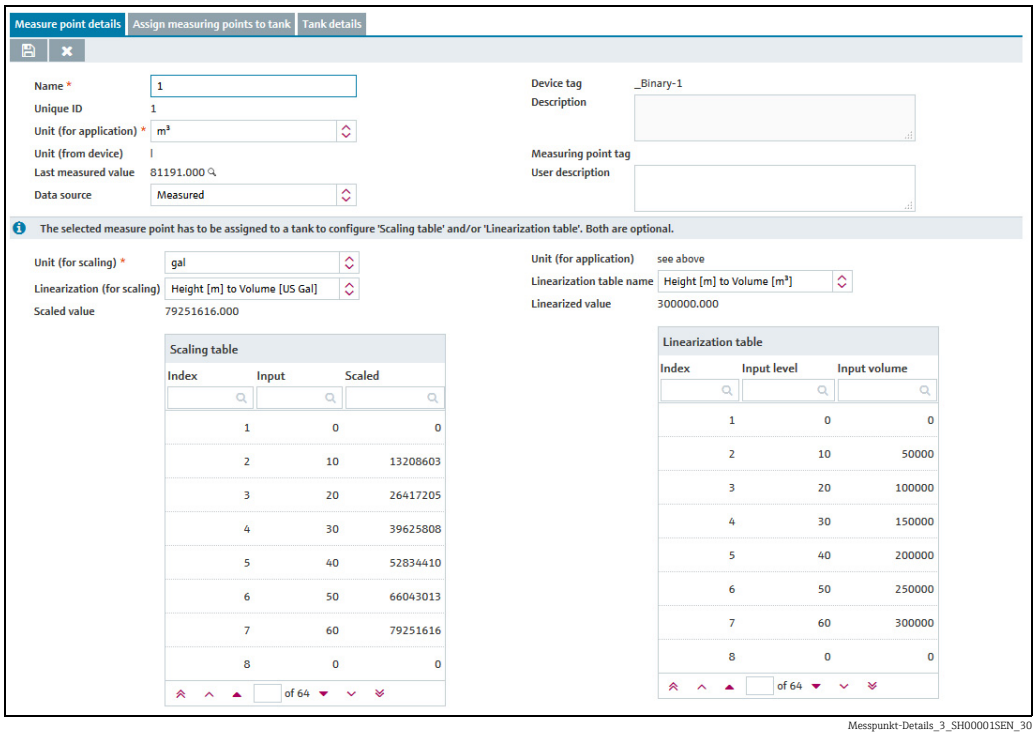


Messpunkt-Details_SH00001SEN_30

7. Click the button.
8. You can now enter the following information on the device:

- **Name** (obligatory)
- **Unit (for application)** (obligatory): Select an engineering unit from the list.
- **User description**
- **Linearization table name**: A previously created linearization table can be selected here (→ 135). After the name of the linearization table has been selected, it is automatically filled with values for the **Index**, **Input level** and **Input volume**.
- **Unit (for scaling)** and **Linearization (for scaling)**: After the **Linearization** table has been activated, a second linearization can be selected. The **Scaling** table is activated by selecting a **Unit (for scaling)** and making a selection in the field **Linearization (for scaling)**. **Unit (for scaling)** corresponds to the unit to be used for scaling. After **Linearization (for scaling)** has been selected, the **Scaling** table is automatically filled with values for the **Index**, **Input** and **Scaled**.

The **Scaling** table is required for example when a measuring device delivers a number only. The inventory level is then derived from the **Linearization (for scaling)** and the associated volume from a further linearization of the level value. For example:

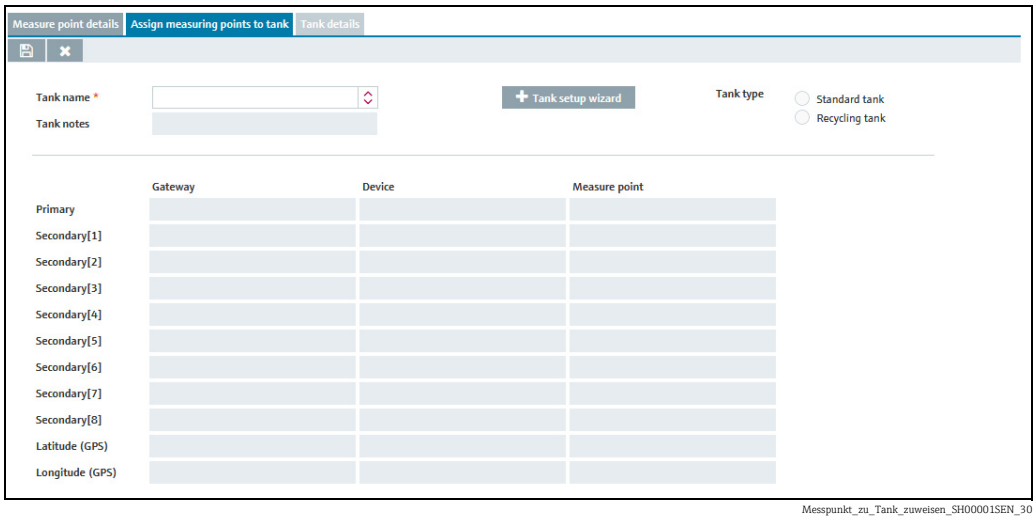


Messpunkt-Details_3_SH00001SEN_30

9. The following data are read in by the device and cannot be changed:

- **Unique ID**
- **Unit (from device)**
- **Last Measured Value**
  Click the loupe to open a pop-up window that displays the last 15 measurements (rawdata) for the selected measuring point.
- **Device Tag**
- **Description**
- **Measuring Point Tag**

10. Click to save your entries. Click to abort the process.
11. Select the **Assign measuring points to tag** tab.
    The tab cannot be selected until you have entered the values for the **Name** and **Engineering unit (for application)** fields in the **Measuring point details** tab.
12. Click the button. The tab is displayed in the edit mode.



Messpunkt_zu_Tank_zuweisen_SH00001SEN_30

In this tab, you have the ability to either select a tank created earlier or create a new tank.

14.11.1 Selecting a tank created earlier

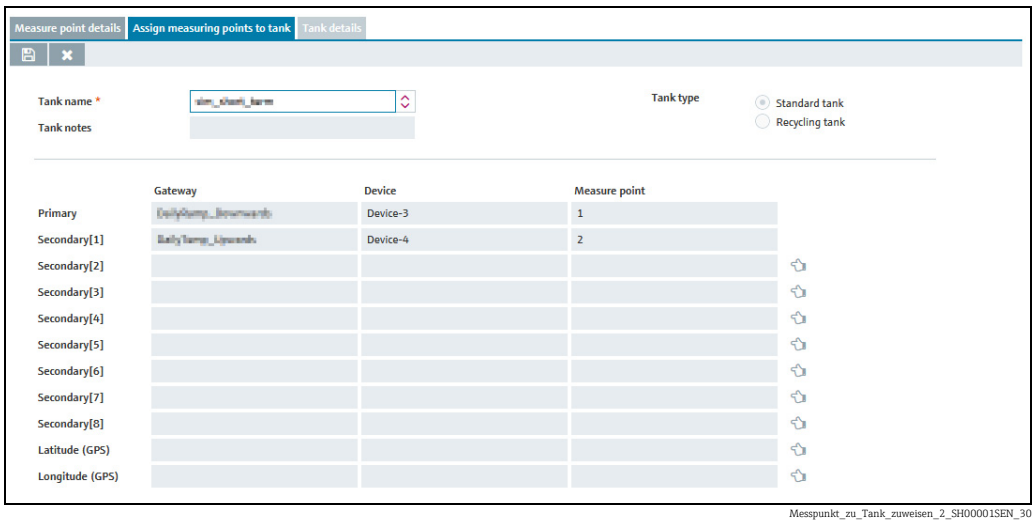
1. Select a tank created earlier in the **Tank name** field. If the selected tank is a standard type of tank, the **Standard tank** check box is automatically enabled. If the tank is a recycling tank, the **Recycling tank** is enabled.
2. If a description has already been stored for the selected tank, the description appears automatically in the **Tank notes** field. You can add a description in the **Tank notes** field.

Each measuring point can be assigned only once at most to a tank.

If no unit has been set for the tank, the **Unit (for application)** is taken as the tank unit when assigning a primary measuring point (→ 196).

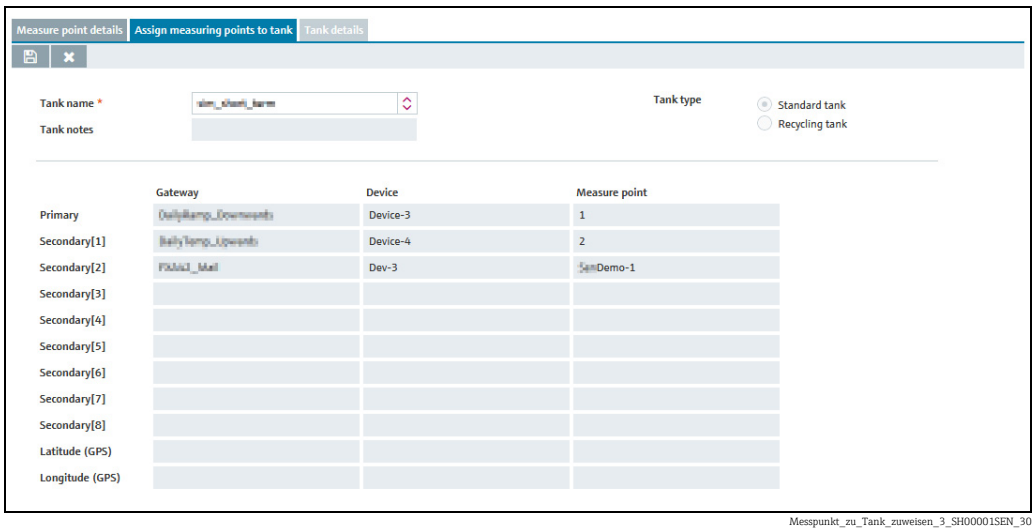
You can assign a primary measuring point to a tank only if the tank and the measuring point have compatible engineering units (e.g. length, volume, weight units etc.). If compatible engineering units are not used for the tank and measuring point, an error message is displayed.

The secondary values which you assign to the tank here are displayed under the **Tank** menu item in the **Secondaries** tab.



Messpunkt_zu_Tank_zuweisen_2_SH00001SEN_30

3. Click the button, to assign the measuring point to the tank as a main measuring value (primary) or as a secondary.



Messpunkt_zu_Tank_zuweisen_3_SH00001SEN_30

4. You can delete the existing assignment using the button.
5. Click to save your entries. Click to abort the process.

14.12 Use GPS data as location

Only people whose user role is configured as **System administrator** or **Local system administrator** can assign measure points to tanks and thus prepare the use of GPS data for location.

Activate/deactivate **Use GPS data as location**: Activate the check box **Use GPS data as location** in the **Tankdetails** tab. Path: Menu **Configuration** >Menu point **Tank** > Tab **Tankdetails**.

By means of a GPS tracker fixed to the tank and transmitting data to the gateway, the up to date location of the tank can be determined anytime and be displayed in SupplyCare. The GPS coordinates are updated automatically in SupplyCare like other measurement data. The automatic tank location update via GPS is especially useful for mobile tanks.
The GPS coordinates latitude and longitude are transferred from the gateway to SupplyCare as separate measure points and can be assigned there to the relevant tank.

The GPS coordinates of a location address, which is assigned to a tank, are separate properties of the location. They are not altered if GPS data that come from a GPS tracker are used optionally as tank location.

More features of GPS location:
- This feature cannot be configured for aggregated tanks or objects.
- GPS coordinates are only actually displayed, not stored anywhere. As a consequence, the GPS coordinates cannot be saved as a history.
- Tanks are also equipped with GPS coordinates via location assignment, which are calculated based on the location address. These GPS coordinates are written over when the check box **Use GPS data as location** in the **Tankdetails** tab is activated and the GPS coordinates from the GPS tracker are displayed. When the check box is deactivated again, the GPS coordinates of the location address are shown again.
- Number format for GPS data expected by SupplyCare: floating point numbers.

14.12.1 Assigning GPS data to a tank

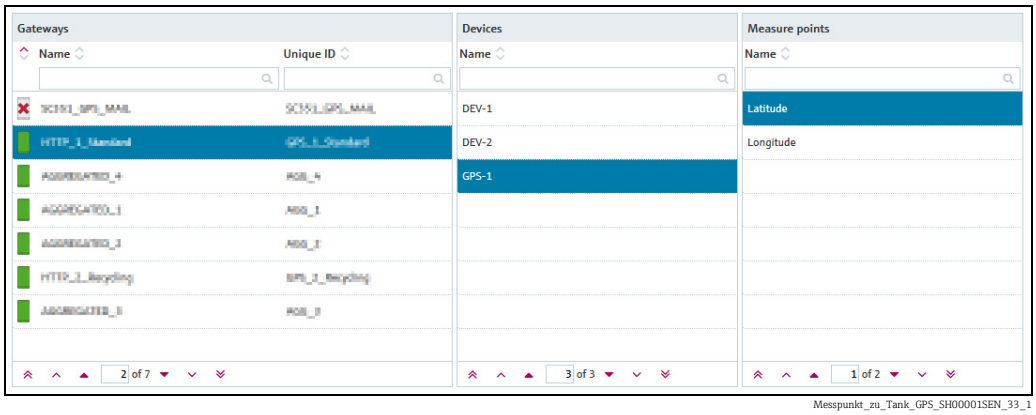
Preparations

1. Equip the tank with a commercial GPS tracker.
2. Connect the GPS tracker to a gateway.

Select gateway, device and measure point

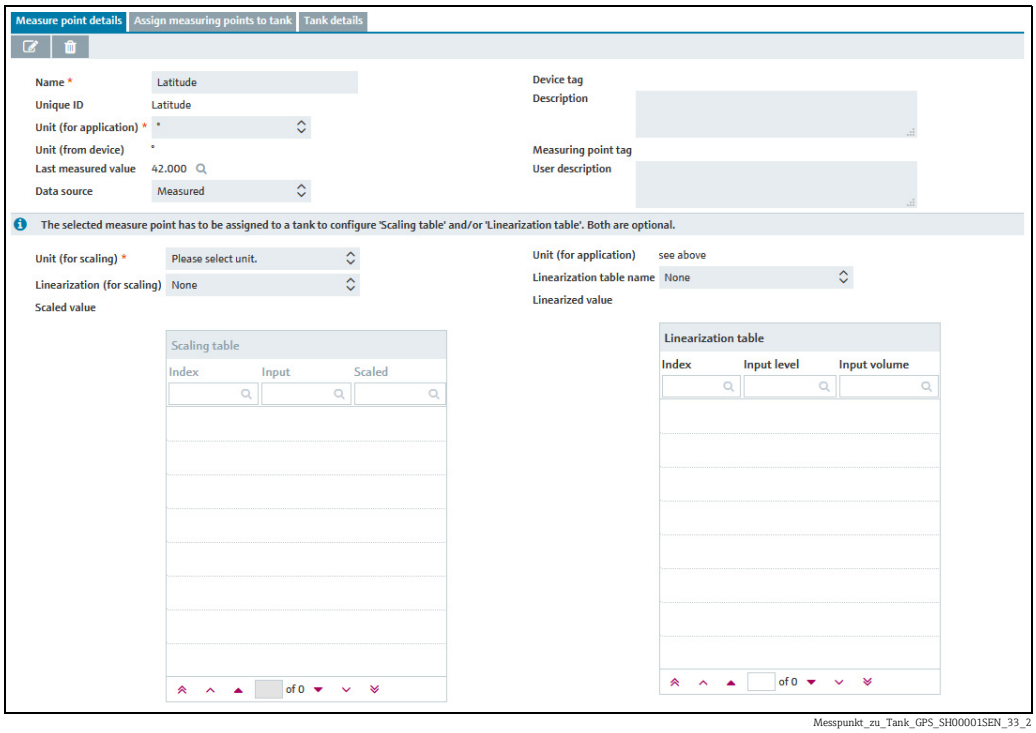
1. In the Navigation Window, click the **System administration** menu.
2. Click the **Gateway configuration** menu item.
3. Select the gateway in the **Gateways** table which is connected to the GPS tracker. The **Devices** table shows the devices belonging to the gateway.
4. Select the GPS tracker in the **Devices** table. The **Measure points** table shows the measure points belonging to the device.
5. In the **Measure points** table, select the measure point which contains the GPS coordinates for the **Latitude** degrees indication.

The designations for devices and measure points in the following images are only examples!



Messpunkt_zu_Tank_GPS_SH00001SEN_33_1

The following detail view is displayed in the Application Window:



Messpunkt_zu_Tank_GPS_SH00001SEN_33_2

Configuring a measure point

1. Click the button. The tab is displayed in the edit mode.
2. Enter the following data for this measure point:

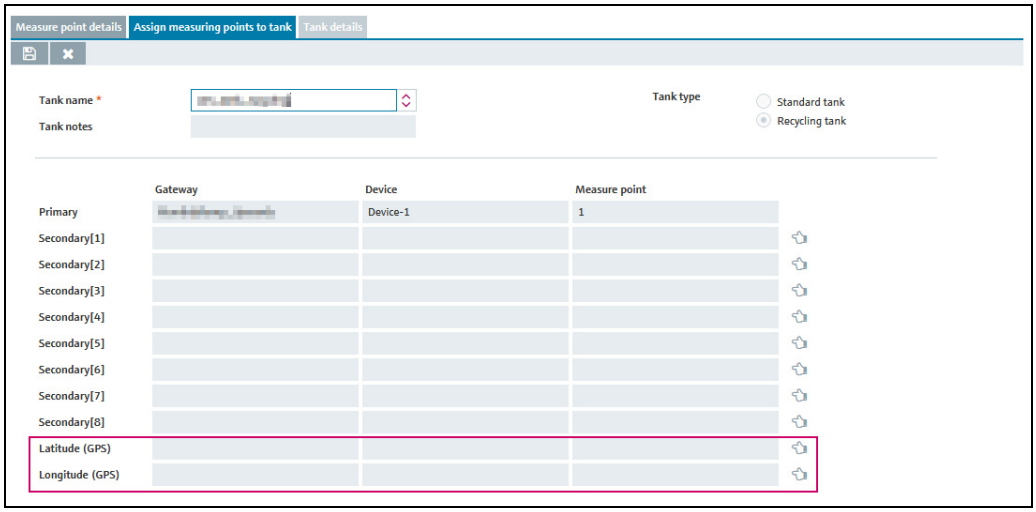
– **Name** (obligatory)
– **Unit (for application)** (obligatory): Select the unit ° (degrees) from the list.
– **Measuring point tag User description**
– More information → 196.

3. Click to save your entries. Click to abort the process.
4. Repeat the steps for the measure point that contains the GPS coordinates for the **Longitude** degrees indication. The two measure points for degrees latitude and degrees longitude bear the newly assigned names and data now.

Assigning a measure point

1. In the **Measure points** table, select the measure point you want to assign to the tank.

2. Select the **Assign measure points to tank** tab and click the button. The tab is displayed in the edit mode.
3. In the field **Tank name**, select a tank that has been already created or create a new tank by means of the **Tank setup wizard** → 95.



Messpunkt_zu_Tank_GPS_SH00001SEN_33

4. Click the button to assign the measure point to the tank as **Latitude (GPS)** or **Longitude (GPS)**. Repeat the process for the second value.
5. Click to save your entries. Click to abort the process.

If there have been other measure points assigned for GPS data already, the old assignment must be deleted before measure points can be assigned anew.

Deleting assignment of measure points with GPS data to a tank

1. In the menu **Configuration**, select the menu point **Tank** and select the tank in question.
2. In the **Tankdetails** tab, deactivate the check box **Use GPS data as location** and save the changes.
3. In the menu **System administration**, select the menu point **Gateway configuration** and, via the stepping stones gateway and device, select the measure point which is to be replaced with the new one.
4. In the tab **Assign measure points to tank**, click the button to change to edit mode. Then click the button to delete the existing assignment.
5. Click to save your entries. Click to abort the process.

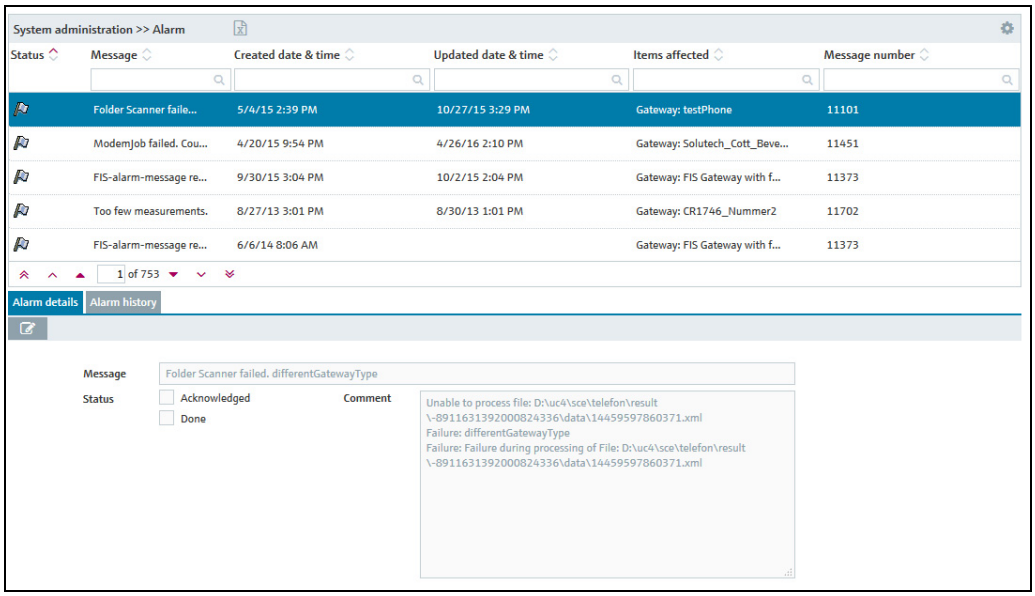
14.13 Displaying and editing system alarms

Alarm messages are generated at technical problems.

Only people whose user role is configured as **System administrator** or **Local system administrator** can process alarm messages.

If the **Alarm by mail** field in the **User roles** tab in the **User** menu item has been enabled for a user, the alarm message is also sent to this user's e-mail address.

1. Click the **System administration** menu in the Navigation window.
2. Click the **Alarm** menu item.
3. The following is displayed in the Application window:

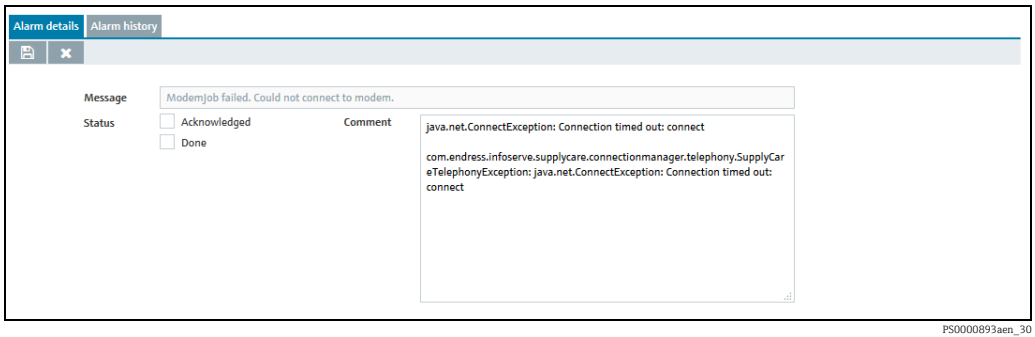


PS0000892ben_30

The button in the table header opens a context menu. This context menu is used to show and hide the following columns in the overview: **Status**, **Message, Created date & time**, **Updated date & time**, **Items Affected**, **Priority**,**Message Number, Comment, Category** and **Resubmission date**.

The digits in the **Priority** column have the following meanings: 1 – Major / Critical, 2 – Warning and 3 – Information. Alarms with priority "1" can be automatically confirmed by the system.

4. In the lower section of the application window, select the **Alarm Details** tab.
5. Click the button.
6. The tab is displayed in the edit mode.



PS0000893aen_30

7. You can now carry out the following:

– **Acknowledged Status**: Acknowledge the alarm.
– **Done Status**: set the alarm to the Done status.
– **Comment**: add a comment.

8. Click to save your entries. Click to abort the process.
9. You can view the history for an alarm by means of the **Alarm history** tab. The time stamp, status, message, comment and the user who edited the alarm are displayed here.

14.13.1 Table of alarm messages

Message number	Alarm	Description	Measures
11101	Folder Scanner failed. <+ErrorMessage>	Unexpected error while executing the "FolderScanner" service.	For further information, see <ErrorMessage> information.
11102	Folder Scanner failed. Gateway not found: <+Message>	Error while executing the "FolderScanner" service. During a gateway query, the gateway data were not loaded correctly from the database.	Check whether the gateway exists in the application.
11103	Folder Scanner failed. Folder not found: <+Message>	Error while executing the "FolderScanner" service. The "New gateway" directory could not be found during the procedure.	Check the settings of the parameters (keys) "cm.newGateway.name" and "cm.newGateway.store" in the "System Properties" menu.
11151	Folder Scanner failed. Gateway changed.	Error while executing the "FolderScanner" service. The gateway has been replaced. The gateway type or the gateway unique ID have changed e.g. due to a device change.	Replace gateway. Reset gateway unique ID via GUI.
11152	Folder Scanner failed. Gateway Id is missing.	Error while executing the "FolderScanner" service. The gateway unique ID was not transmitted with the measured value.	–
11153	Folder Scanner failed. Gateway tag is missing.	Error while executing the "FolderScanner" service. The gateway day was not transmitted with the measured value.	–
11154	Folder Scanner failed. Invalid Source or XML.	Error while executing the "FolderScanner" service. The transmitted XML measured data are invalid or not correct.	–
11156	Folder Scanner failed. Invalid date format.	Error while executing the "FolderScanner" service. An invalid date format was transmitted with the measured value.	–
11157	Folder Scanner failed. Device Id is missing.	Error while executing the "FolderScanner" service. Gateway ID is missing / the gateway unique ID was not transmitted with the measured value.	–
11201	ScanEmails failed. <+ErrorMessage>	Unexpected error while executing the "ScanEMails" service.	For further information, see <ErrorMessage> information.
11202	E-Mail Server not available	E-mail server is not available.	In the **E-mail connection (incoming)** menu, check if the e-mail server is set up correctly. Check the settings with an external e-mail client such as Outlook/ Express or Thunderbird.
11351	ScanGateway failed. Gateway changed.	Error while executing the "ScanGateway" service. The gateway has been replaced. The gateway type or the gateway unique ID have changed e.g. due to a device change.	Replace gateway. Reset gateway unique ID via GUI.
11352	ScanGateway failed. Gateway Id is missing.	Error while executing the "ScanGateway" service. The gateway unique ID was not transmitted with the measured value.	–
11353	ScanGateway failed. Gateway tag is missing.	Error while executing the "ScanGateway" service. The gateway day was not transmitted with the measured value.	–
11354	ScanGateway failed. Invalid Source or XML.	Error while executing the "ScanGateway" service. The transmitted XML measured data are invalid or not correct.	–
11355	ScanGateway failed. No valid OPC configuration file for the current gateway found.	Error while executing the "ScanGateway" service. No valid OPC configuration file for the current Gateway found.	Check the settings in the gateway configuration.
11356	ScanGateway failed. Invalid date format.	Error while executing the "ScanGateway" service. An invalid date format was transmitted with the measured value.	–

Message number	Alarm	Description	Measures
11357	ScanGateway failed. Device Id is missing.	Error while executing the "ScanGateway" service. Gateway ID is missing, or the gateway unique ID was not transmitted with the measured value.	–
11601	AccountingReport failed. <+ErrorMessage>	Unexpected error while executing the "AccountingReport" service.	For further information, see <ErrorMessage> information.
11701	Check number of e-mails failed. <+ErrorMessage>	Unexpected error while executing the "Check number of e-mails" service.	For further information, see <ErrorMessage> information.
11702	Too few measurements.	While executing the "Check number of e-mails" service, the following missing gateway scans were identified.	For further information, see the comment in the alarm message.
11703	Too many measurements.	While executing the "Check number of e-mails" service, too many gateway scans were identified.	For further information, see the comment in the alarm message.
11801	Check expected gateway scan failed. <+ErrorMessage>	Unexpected error while executing the "CheckExpectedGatewayScan" service.	For further information, see <ErrorMessage> information.
11802	Gateway scan missing.	While executing the "heckExpectedGatewayScan" service, missing gateway retrievals were identified.	Check Log-File.
11901	Check Gateway, Device, Measurepoint state failed. <+ErrorMessage>	Unexpected error while executing the "GatewayDeviceMPState" service.	For further information, see <ErrorMessage> information.
11902	Gateway <status (error | warning)>	While executing the "CheckGatewayDeviceMeasurepointState" service, a gateway with the status "nicht in Ordnung" was found.	Eliminate gateway error.
11903	Device <status (error | warning)	While executing the "CheckGatewayDeviceMeasurepointState" service, a device with the status "nicht in Ordnung" was found.	Eliminate device error.
11904	Measurepoint <status (error | warning)>	While executing the "CheckGatewayDeviceMeasurepointState" service, a measuring point with the status "nicht in Ordnung" was found.	Eliminate measuring point error.
12001	Check Tanks failed. <+ErrorMessage>	Unexpected error while executing the "CheckTanks" service.	For further information, see <ErrorMessage> information.
12201	GarbageCollector failed. <+ErrorMessage>	Unexpected error while executing the "GarbageCollector" service.	For further information, see <ErrorMessage> information.
12301	ReportGenerator failed. <+ErrorMessage>	Unexpected error while executing the "ReportGenerator" service.	For further information, see <ErrorMessage> information.
12401	Resubmission Job failed. <+ErrorMessage>	Unexpected error while executing the "Resubmission" service.	For further information, see <ErrorMessage> information.
12501	Forecast calculation Job failed. <+ErrorMessage>	Unexpected error while executing the "Forecast calculation" service.	For further information, see <ErrorMessage> information.
12601	Replenishment event Job failed. <+ErrorMessage>	Unexpected error while executing the "Replenishment event" service.	For further information, see <ErrorMessage> information.
20101	Unable to send an E-Mail.	E-mails are not being sent correctly.	In the **E-mail connection (outgoing)** menu, check if the e-mail server is set up correctly. Check the settings with an external e-mail client such as Outlook/Express. For further information, see the "sce-mail.log" logfile.

14.14 E-mail error messages

In specific cases, e-mail error messages are sent to the administration e-mail address that has been entered in the **Admin e-mail** field (**System administration** menu, **E-mail connection** menu item, **Outgoing** tab).

Content of error message	Description
Wrong gateway type	The gateway type that has been specified in the menu **System administration**, menu item **Gateway configuration**, tab **Gateway details**, field **Type** does not correspond to the gateway type specified in the gateway e-mail.
Unique ID in e-mail is missing	The e-mail does not contain a unique gateway ID.
Mail too large	The e-mail exceeds the size in kilobytes specified in the menu **System administration**, menu item **System properties**, tab **System properties**, key **cm.mail.max.size.KB**, field **Value**.
Invalid mail structure	The e-mail structure cannot be interpreted by SupplyCare.

14.15 Faulty measured data

In the **Workplace – Tank** menu, the status of the tanks and the aggregated tanks is displayed. In addition to the statuses "OK" (green), "Plan point reached" (yellow)", "Ship point reached" (orange), "Safety stock reached" (red), "Out of service", there is also the status "Bad measurements" (→ 22).

The following events result in the "Bad measurements" status:
- No main measuring value (primary value) is assigned to the measuring point.
- The time stamp of the measured value is older than the last retrieval by the "Gateway scheduler" service.
- Too many e-mails have arrived.
- Too few e-mails have arrived.
- The XML tag "vstslvl" shows the error levels 1 (warning) or 2 (error).
  XML is the abbreviation for "Extensible Markup Language". XML is a markup language used to display hierarchically structured data in the form of text data. XML is used among other things for the platform- and implementation-independent exchange of data between computer systems.

14.16 Creating new gateways – for communication via e-mail

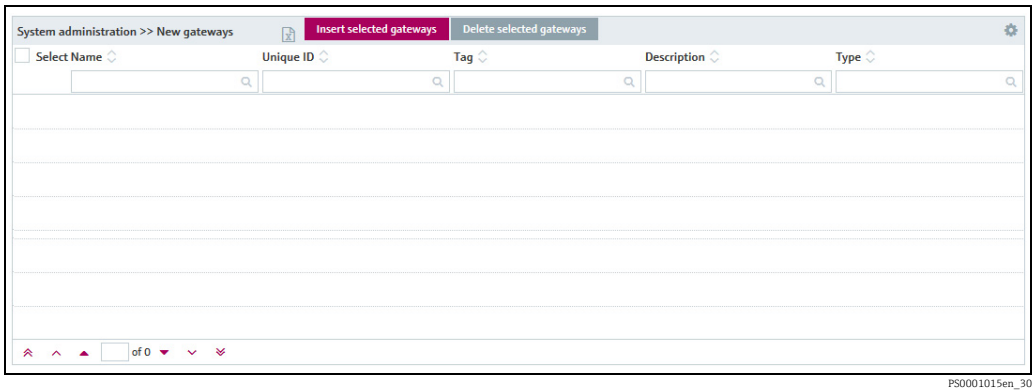
In the **New gateways** table, all gateways are listed that have sent an e-mail to SupplyCare and whose "Unique ID" is not yet known to SupplyCare. This list enables you to transfer the listed gateways to the system. As soon as you have accepted a gateway, it is deleted from the **New gateways** table. You configure the gateway via the **Gateway configuration** menu item.

Only people whose user role is configured as **System administrator** can view the **New gateways** menu item and include gateways.

This menu item is not available to users whose user role is configured as **Local system administrator**. However, local system administrators can create, configure and replace gateways via the **Gateway configuration** menu item (→ 187).

For e-mail server querying to take place, the **Enabled** check box must be enabled under the **E-mail connection, incoming** menu item. The e-mail server is queried at regular intervals (in minutes).

1. In the Navigation window, click the **System administration** menu.
2. Click the **New gateways** menu item.
3. The following is displayed in the Application window:



PS0001015en_30

4. A table with the following columns is displayed in the upper section of the Application window:

- **Name**: is assigned automatically in the application.
- **Unique ID**: e.g. serial number of the gateway.
- **Tag**: is assigned automatically in the application.
- **Description**: e.g. location.
- **Type**: type of gateway.

The name can be either a "Unique ID", a "tag" or a combination of both. People whose user role is configured as **System administrator** can make the settings for this in the **System settings** menu item, **System properties** tab (cm.newGateway.name parameter, → 161).

Open the context menu in the table header via the button. This context menu allows you to display and hide the following additional columns in the Application window and generally change the order of the columns:
Number: Indicates the number of e-mails which have been sent by a gateway to SupplyCare since the first e-mail was received.
Time stamp (received): Contains the time stamp of the last e-mail received by SupplyCare, with the time converted to the time zone which was selected in the **Profile** menu, **User preferences** menu item, **Time zone** field.
Time stamp (XML): Contains the time stamp that was included in the XML of the last e-mail received by SupplyCare, with the time converted to the time zone which was selected in the **Profile** menu, **User preferences** menu item, **Time zone** field.

5. In the **Selection** column, enable the check box for the gateway that you wish to include in the **Gateway configuration** menu item.
6. Click the button **Include all selected gateways**, to include these in the **Gateway configuration** menu item.

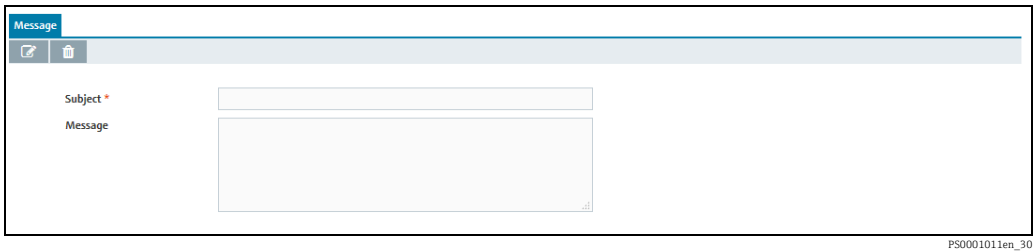
Using the **Delete selected gateways** button, you can delete from the list the gateways selected in the **Selection** column.

14.17 Writing and sending messages (messaging)

Only people whose user role is configured as **System administrator** or **Local system administrator** can write and send notification messages.

Users with the **System administrator** or **Local system administrator** user role can send to all SupplyCare users a message. A message from the system administrator is displayed the next time the user logs on.

1. Click the **System administration** menu in the Navigation window.
2. Click the **Messaging** menu item.
3. The following view is displayed in the Application window:



PS0001011en_30

4. Click the button.
5. The tab is displayed in the edit mode.
6. Fill in the following fields:

– **Subject** (obligatory)
– **Message**

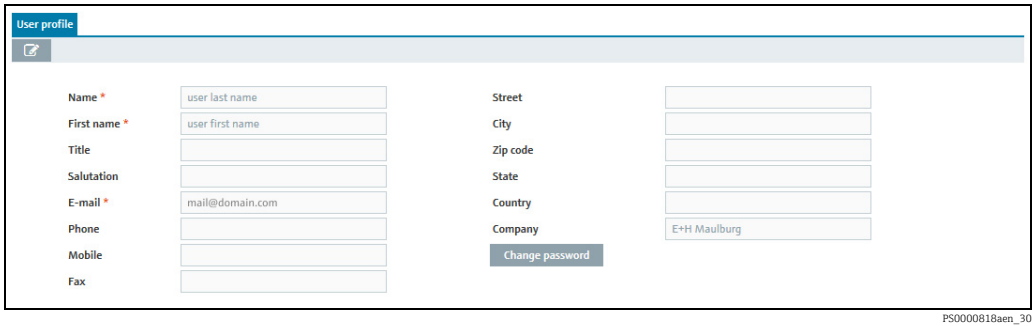
7. Click to send the e-mail. Click to abort the process.

15 Maintaining a profile

15.1 Maintaining a user profile

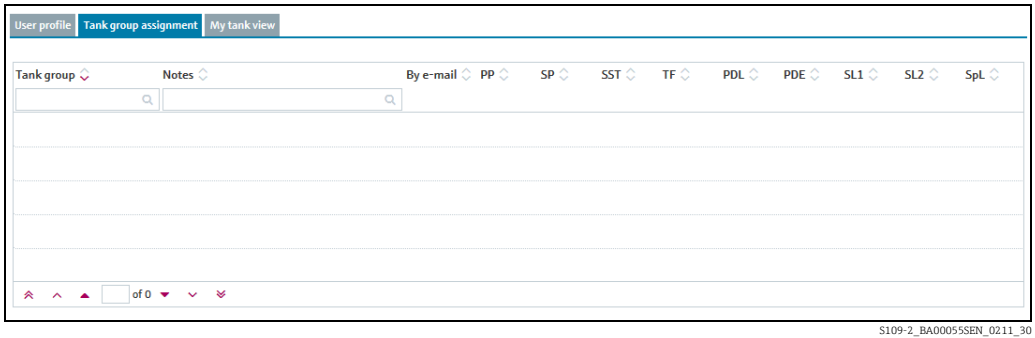
Each person has the possibility to change his/her user profile.

1. Click the **Welcome <user name>** menu in the Navigation window.
2. Click the **User profile** menu item.
3. Select the **User profile** tab.
4. The following is an example of what is displayed in the Application window:



PS0000818aen_30

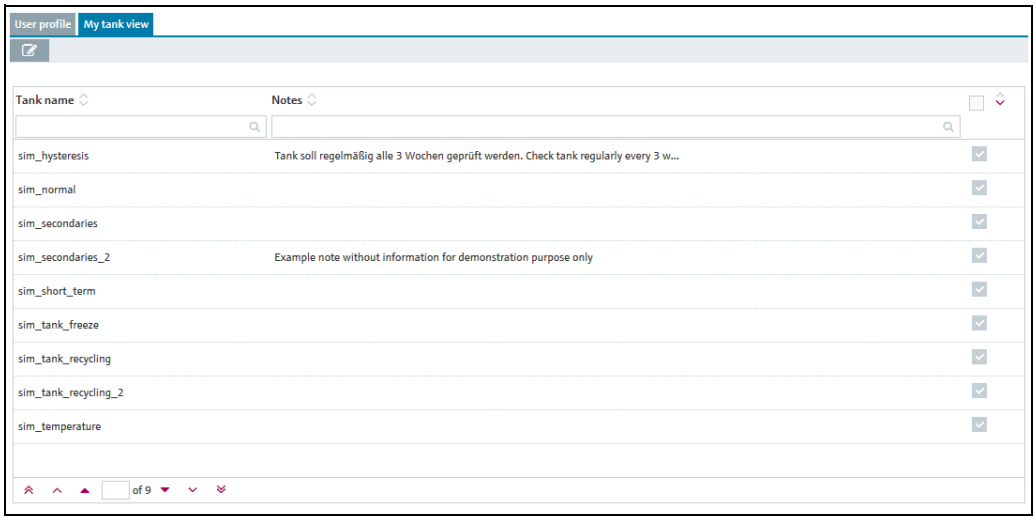
5. Click the button.
6. The tab is displayed in the edit mode.
7. Make your changes. You can change the fields with a white background, e.g. **Name** and **E-mail address**.
8. Click to save your changes. Click to abort the process.
9. The **Tank group assignment** tab shows you what tank groups you are assigned to.



S109-2_BA00055SEN_0211_30

The tank group assignment can only be changed by people with **Master data** user role in the **Tank groups** menu item.

10. The **My tank view** tab shows all the tanks and aggregated tanks which you can access via the assigned tank groups.

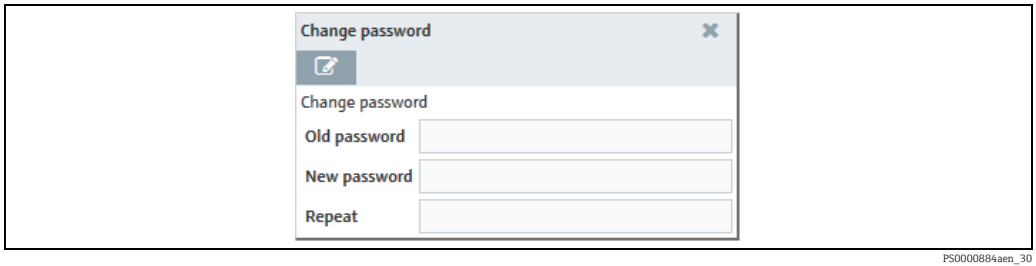


S110_BA00050SEN_0211_30

11. Click the button.
12. The tab is displayed in the edit mode.
13. Enable the check boxes of the tanks that should be shown in the **My tank view** workplace.
14. Click to save your changes. Click to abort the process.

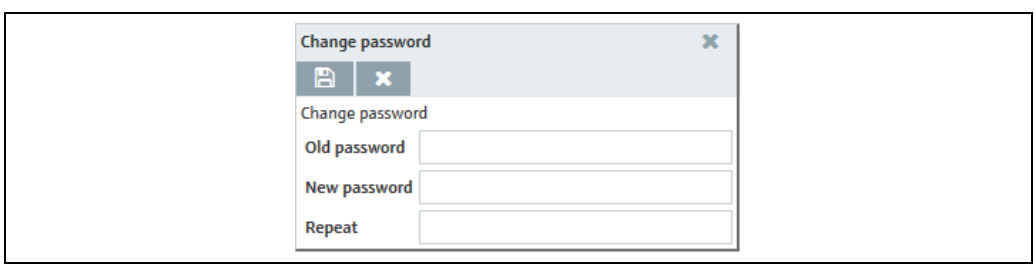
15.2 Changing a password

1. Click the **Welcome <user name>** menu in the Navigation window.
2. Click the **User profile** menu item.
3. Select the **User profile** tab.
4. Click the **Change password** field.
5. The following is displayed:



PS0000884aen_30

6. Click the button.
7. The **Change password** form appears in the edit mode:



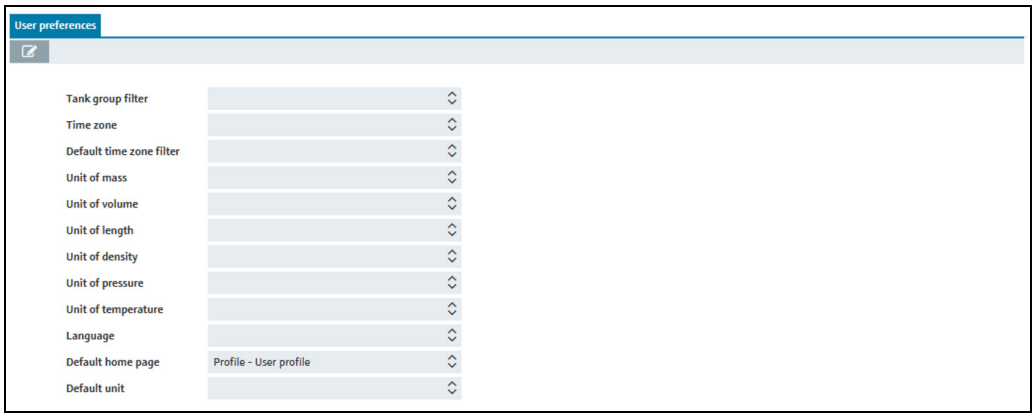
PS0000885aen_30

8. Enter your existing password and your new password. Reconfirm your new password.
9. Click to save your changes. Click to abort the process.

15.3 Selecting and changing user preferences

Only people with **Read only**, **Scheduler** or **Operator** configured as their user role can change the user preferences.

1. Click the **Welcome <user name>** menu in the Navigation window.
2. Click the **User preferences** menu item.



Benutzereinstellungen_BA00050SEN_31

3. Click the button.
4. The tab is displayed in the edit mode.
5. Click the button of a field to choose an option or change a setting.
6. Click to save your changes. Click to abort the process.

15.3.1 Description of the filters (fields)

"Tank group filter" filter

The tank group selected here is displayed after login in the **Workplace – Tank** menu.

"Time zone" filter

The time zone selected here is used in the following areas of the program:

Menu	Description
Workplace – Tank	▪ "Notes and files" tab ▪ "Event details" tab
Workplace – My tank view	▪ My tank view ▪ "Notes and files" tab ▪ "Event details" tab
Workplace – Event	▪ "Event" table ▪ "Event details" tab ▪ "Event history" tab
Configuration – Tank	▪ "Tank notes" tab
Configuration – Aggregate tank	▪ "Tank notes" tab
Configuration – Location	▪ "Location notes" tab

"Default time zone" filter

The time zone filter selected here is displayed in the **Time zone** picklist in the **Tank**, **My tank view**, **Event** and **Scheduling** workplaces. You can select the following values:

- **Empty**: the **Location** value is displayed in the **Tank**, **My tank view** and **Scheduling** workplaces. **User preference** is displayed in the **Event** workplace.
- **Location**: the **Location** value is displayed.
- **User preference**: the selected time zone is displayed. The value "UTC+00:00" is displayed if the time zone is empty.
- **UTC**: the value "UTC+00:00" is displayed. UTC is short for "Universal Time Coordinated".

Unit filters

If you selected Mass, Volume, Length, Density, Pressure or Temperature for the tank unit, the unit selected here is used in many spots of the program. These spots are listed in the following table.

Menu	Description
Workplace – Tank	▪ "Tank" table ▪ "Inventory chart" tab ▪ "Tank details" tab ▪ "Event details" tab ▪ "Download history" tab
Workplace – My tank view	▪ "My tank view" table ▪ "Inventory chart" tab ▪ "Tank details" tab ▪ "Event details" tab ▪ "Download history" tab
Workplace – Event	▪ "Event details" tab ▪ "Inventory chart" tab ▪ "Tank details" tab, "Unit" field.
Workplace – Scheduling	▪ "Planning" table ▪ "Plan delivery/disposal" tab ▪ "Planned delivery/disposal" tab ▪ "Overview" tab
Workplace – Analysis	▪ "Analysis" table ▪ "KPIs" tab ▪ "Outflow/Inflow" tab ▪ "Chart hourly" tab ▪ "Chart daily" tab

"Language" filter

The **Language** selected here is used as the language for event and limit notifications, as well as for the names of the columns in the header of a report.

"Default home page" filter

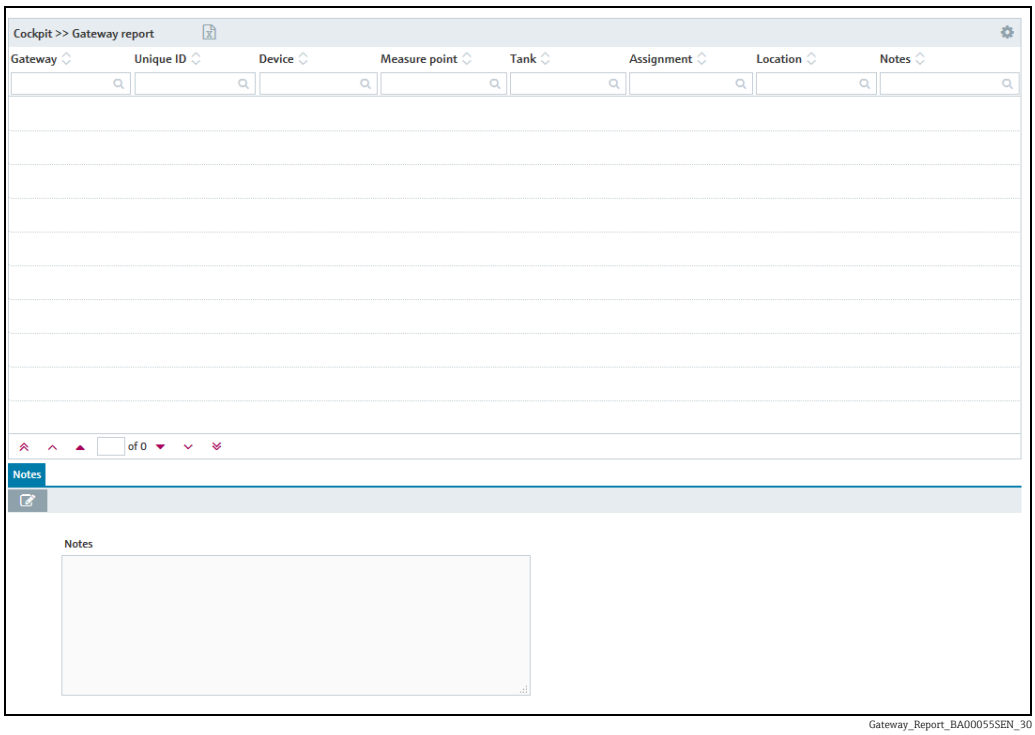
The default home page selected here is displayed in the application window following successful login. If a splash screen image is used in the application window, the default home page is displayed once the user clicks **Next**.

16 Viewing the gateway report (Cockpit)

The **Cockpit** menu item is available to users whose user role is configured as **Local system administrator** or **System administrator**.

This item displays all the gateways for which you have access authorization.

1. In the Navigation window, click the **Cockpit** menu.
2. Click the **Gateway report** menu item.
3. The following view is displayed in the Application window:



Gateway_Report_BA00055SEN_30

4. The following data are displayed for every gateway:

- **Gateway**: name of the gateway
- **Unique ID**: gateway unique ID
- **Device**: name of the device that is assigned to the gateway
- **Measure point**: name of the measuring point which is connected to the gateway
- **Tank**: name of the tank which is connected to the measuring point
- **Assignment**: assignment of the measured value. "1" for the primary value; "2", "3", "4", "5", "6", "7", "8" and "9" for secondary values; "empty" if the measuring point is not assigned to any tank
- **Location**: location of the tank (if available)
- **Notes**: empty or "x" if notes are available
- **Gateway access**: communication version of the gateway
- **Aggregated tank**: displays the tank name of the aggregated tank if the tank is assigned to an aggregated tank.

5. Click the button to export the table as an Excel file.
6. Click the button to make notes on a tank.

Notes are assigned to the tank. Notes can only be made if a tank is assigned to the gateway.

17 OPC Connection

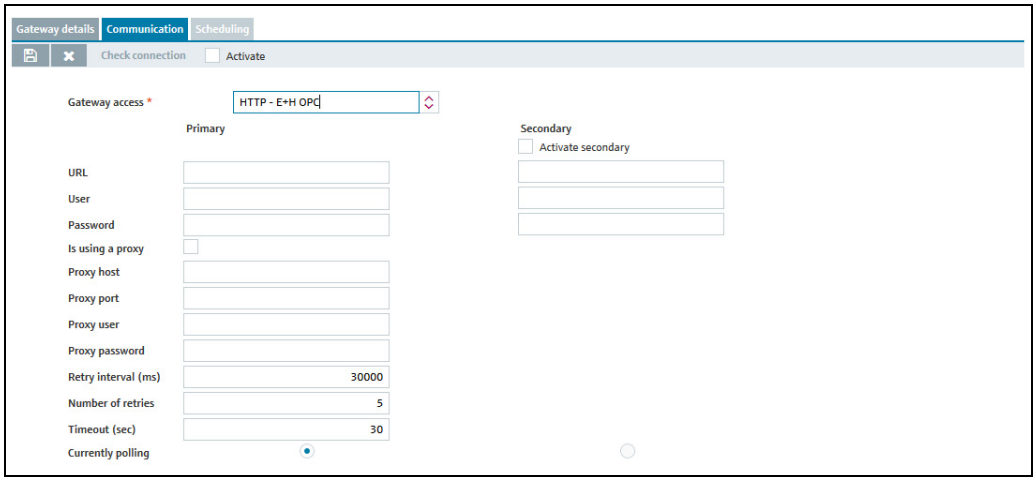
17.1 Setting up OPC connection

As of Version 2.12 of the SupplyCare Enterprise, a new OPC Bridge is supplied with it. In order to install it, please refer to the installation instructions of the OPC Bridge supplied in the installation CD (BA01365S).
Configuring the OPC communication in SupplyCare is similar to configuring a Gateway.

1. Follow the same procedure as in chapter **Creating new gateways** → 188, selecting the **E+H OPC - Endress+Hauser** option:

OPC_Connection_01_EN_30

2. Use the variant **Communication via Internet/Intranet (HTTP)**.



OPC_Connection_02_EN_30

3. Click the button. The tab is displayed in the edit mode.

Here, you specify the following data:
- **URL** (obligatory): details see → 215.
- **User** (obligatory). The user name must identical with the input in the field **User name** in OPC Bridge. In OPC Bridge, the field **User name** is located on the tab **SupplyCare Enterprise** in the web server settings.
- **Password:** The password must be identical with the input in the field Password in OPC Bridge. In OPC Bridge, the field is located on the tab **SupplyCare Enterprise** in the web server settings.
- **Is using a proxy**
- **Proxy host**
- **Proxy port**
- **Proxy user**
- **Proxy password**

- **Retry interval (ms)**: Interval between retries if the attempt to establish a connection has failed.
- **Number of retries**: number of retries if the attempt to establish a connection has failed.
- **Timeout** (sec): Time interval, during which SupplyCare attempts to set up an HTTP connection. When the set time has passed, SupplyCare cancels the connection attempt. The value is adjustable, the default value is 30 seconds.

Click to save your entries. Click to abort the process.

With communication via Internet (HTTP), retrieval is carried out actively by SupplyCare and managed by the Scanning schedule → 191.

17.2 URL for OPC Bridge

The location where OPC Bridge and SupplyCare are installed determines the correct character string of the URL:

- OPC Bridge and SupplyCare Enterprise are installed on different computers. This is the regular case.
- OPC Bridge and SupplyCare Enterprise are installed on the same computer. This is the exceptional case.

17.2.1 SupplyCare Enterprise and OPC Bridge installed on different computers

If SupplyCare Enterprise and OPC Bridge are installed on different computers, the URL is formulated like this:
http://<**IP address** of the computer with OPC Bridge>**:**<OPC Bridge **port**>**/index.html**

Example:
IP address of the computer with OPC Bridge: **192.168.1.1**
OPC Bridge **port** (factory setting): **8080**
URL: **http://192.168.1.1:8080/index.html**

OPC Bridge port configuration for SupplyCare Enterprise: Menu **Settings** > Tab **SupplyCare Enterprise** > Button **Webserver** > Input field **Port**.

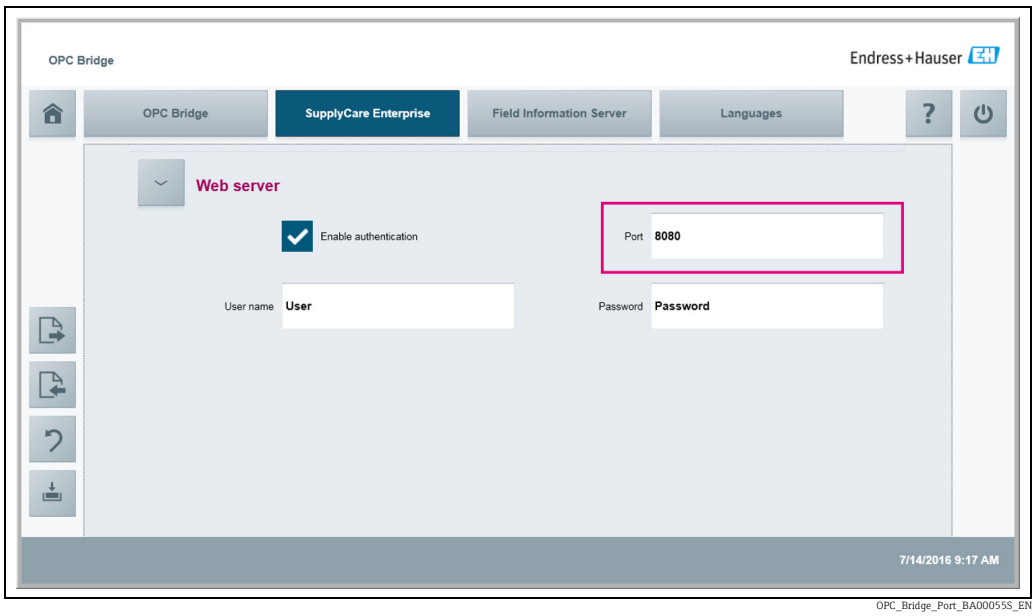


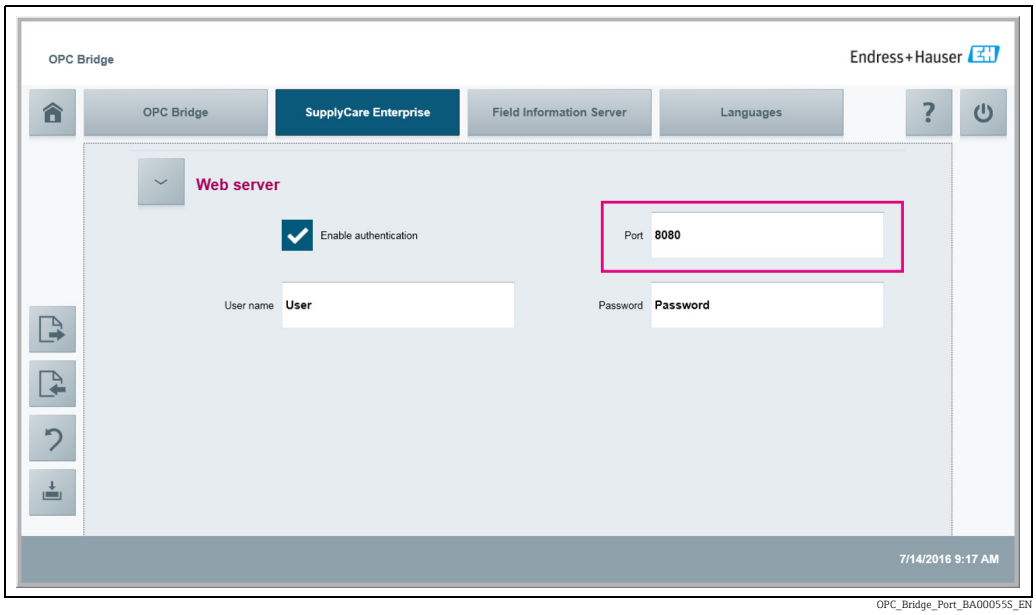
Fig. 8: Input page in OPC Bridge

17.2.2 SupplyCare Enterprise and OPC Bridge installed on one computer

Note that SupplyCare and OPC Bridge both have the port 8080 configured as standard port. To enable proper communication, **change** the **port** on OPC Bridge (e. g. to 9000), since it is not possible for both applications to serve data on the same port. Optionally, the port can also be changed on SupplyCare Enterprise. As the port is set when installing SupplyCare Enterprise, it is, however, complex to change the port subsequently.

1. In the OPC Bridge settings, set a new port for the communication with SupplyCare Enterprise, if you want to use a port different from port 8080.

Changing OPC Bridge port configuration for SupplyCare Enterprise: Menu **Settings** > Tab **SupplyCare Enterprise** > Button **Webserver** > Input field **Port**.



OPC_Bridge_Port_BA00055S_EN

Fig. 9: Input page in OPC Bridge

If SupplyCare Enterprise and OPC Bridge are installed on one computer, the URL is formulated like this:
http://localhost:<OPC Bridge **port**>**/index.html**

Example:
OPC Bridge **port**: **9000**
URL: **http://localhost:9000/index.html**

18 Extending the license and searching for updates

If a backup is made of the computer on which SupplyCare Enterprise has been installed, note the following: It is mandatory to make a **new** backup of this computer after every change or action that involves the **license**.

18.1 Extending the license

A SupplyCare Enterprise license is issued for a max. number of tanks. Once this number is reached, you cannot set up more tanks.

If you want to set up more tanks, your license can be extended accordingly.

1. Contact your Endress+Hauser Sales Center.
2. Order the license extension that fits your need. Endress+Hauser extends your license and sends you a confirmation for the license extension.
3. Update your SupplyCare Enterprise license, when you have received the confirmation for the license extension.

18.1.1 Update license (with internet connection)

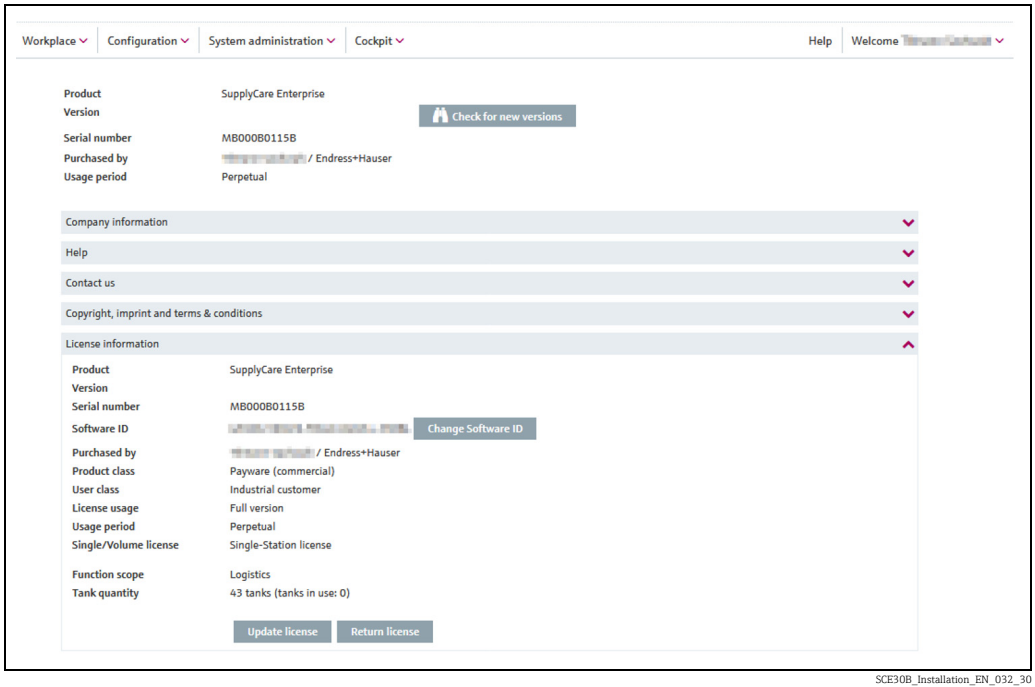
If you have changed the details of your contract for this license with the Endress+Hauser sales office (e.g. you have enlarged the number of tanks from 80 to 200), you must perform a license update to activate these new details.

License enlargement does not require a new installation of the software.

The **System administrator** only can update the license.

To update the enlargement of the license, proceed as follows:

1. Click the **Help** menu item.

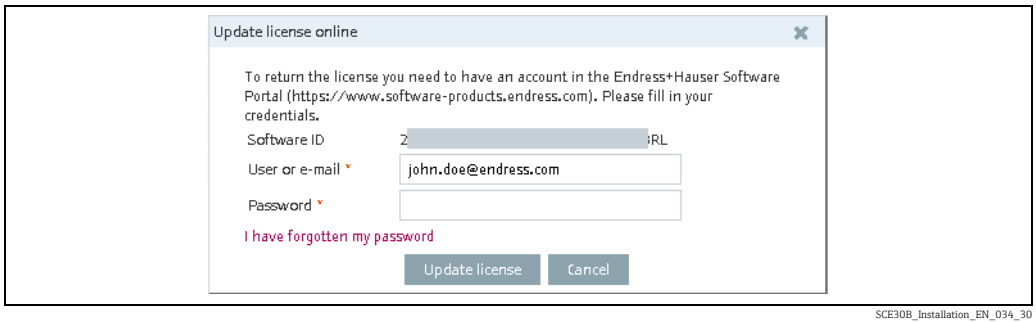


SCE30B_Installation_EN_032_30

2. Click on **License information**.
3. Click on **Update license**.

To update the license, you need the access data of your account in the Endress+Hauser Software Portal at: https://software-products.endress.com.

If you do not know the login information to log on to the software portal, please contact the licensing authorities in your company.



SCE30B_Installation_EN_034_30

4. Click on **Update license**.

You will receive a confirmation when the license was successfully updated.

18.1.2 Update license manually (without internet connection)

License enlargement dose not require a new Installation of the software.

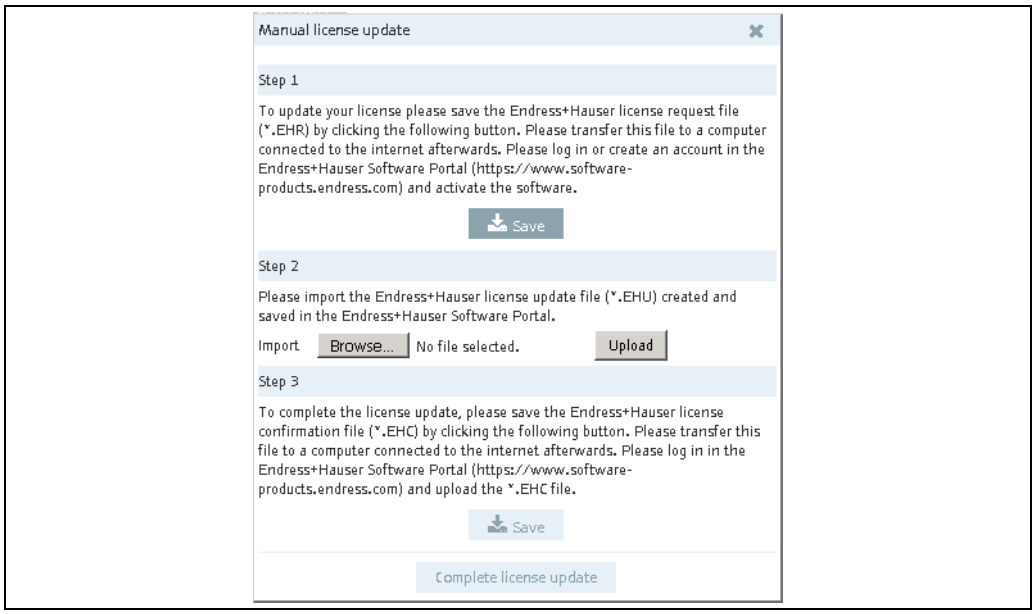
Only the **System administrator** can update the license.

To update the enlargement of the license, proceed as follows:

1. Click the **Help** menu item.
2. Click on **License information**.
3. Click on **Update license**.

Note!

- To update the license, you need the access data of your account in the Endress+Hauser Software Portal at: https://software-products.endress.com.
- If you do not know the login information to log on to the Software Portal, please contact the licensing authorities in your company.
- The software recognizes that an online return of license is not possible. A dialog for manual activation opens. Follow the instructions.



SCE30B_Installation_EN_033_30

18.2 Changing the Software ID

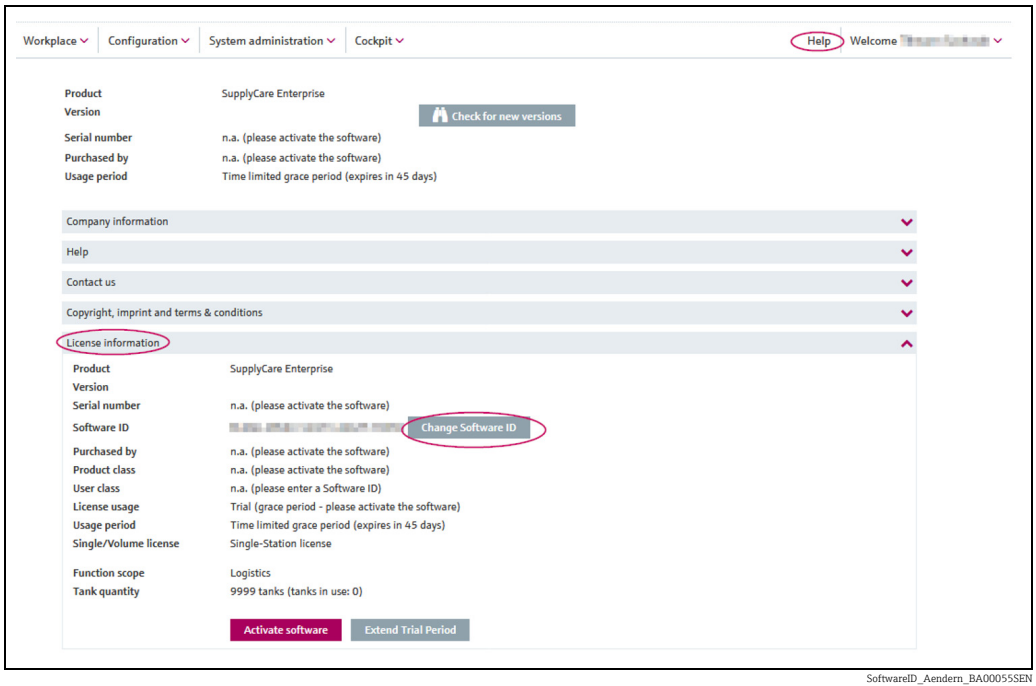
Only the **System administrator** can change the Software ID.

The Software ID can only be changed on inactive licenses (i. e. during the Grace period). If the license concerned is already activated, it must be returned before the Software ID is changed. To return the license, click the button **Return license** (Help → License information → Return license).

License enlargement does not require a new installation of the software.

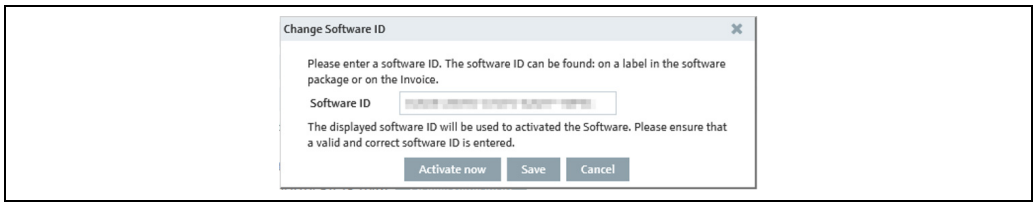
To change the Software ID, proceed as follows:

1. Click the **Help** menu item.
2. Click on **License information**.
3. Click the button **Change Software ID**.



SoftwareID_Aendern_BA00055SEN

4. Type in a valid and correct Software ID.



SoftwareID_Aendern_2_BA00055SEN

5. Click **Activate now** to activate SupplyCare Enterprise with the new Software ID and to save the new Software ID.
Click **Save** to save the new Software ID without activating the software. Click **Cancel** to abort the process.

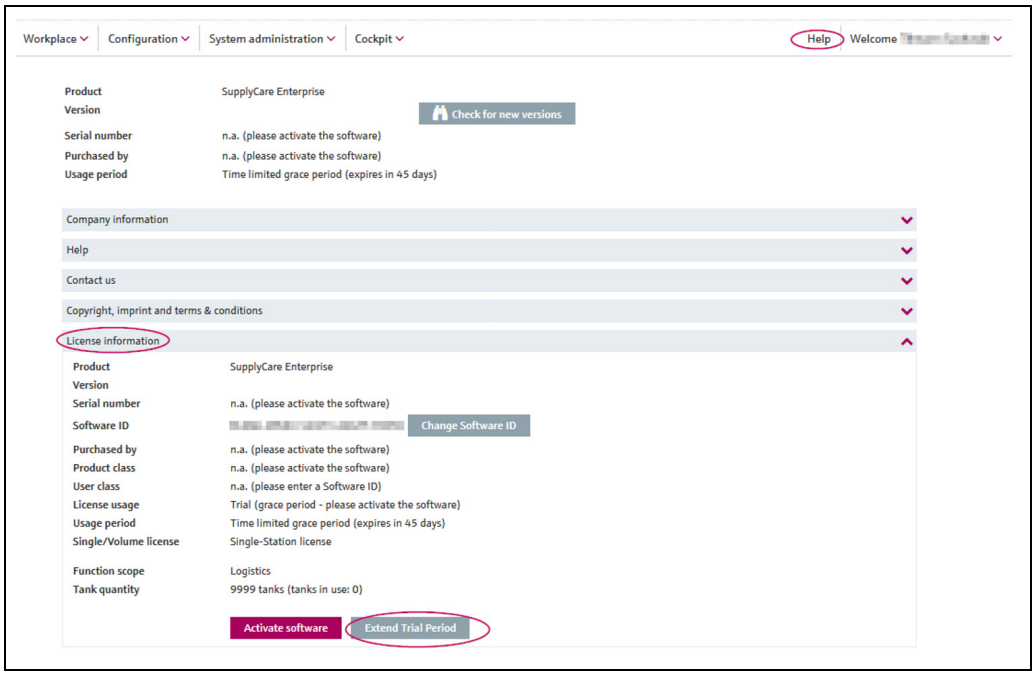
18.3 Extending the trial period

Only the **System administrator** can extend the trial period.

In special cases, there's an option to prolong the remaining time of your trial period license.

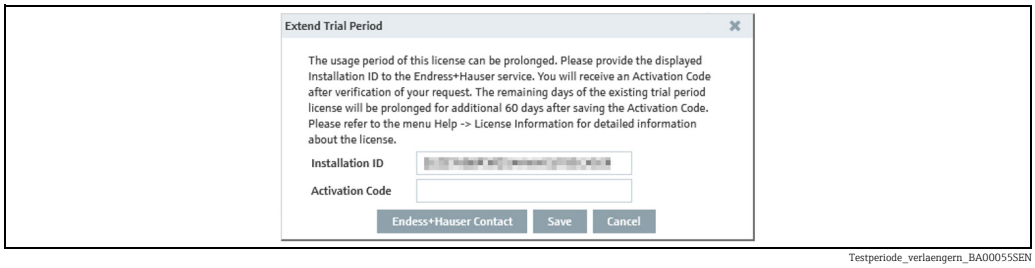
To prolong the trial period, proceed as follows:

1. Click the **Help** menu item.
2. Click on **License information**.



Testperiode_verlaengern_BA00055SEN_2

3. Click the button **Extend Trial Period**. A dialog window opens up:



Testperiode_verlaengern_BA00055SEN

4. Click the button **Endress+Hauser Contact** to get a list with contact addresses of Endress+Hauser. Contact Endress+Hauser and ask for an Activation Code for extension of the trial period of your SupplyCare Enterprise software.

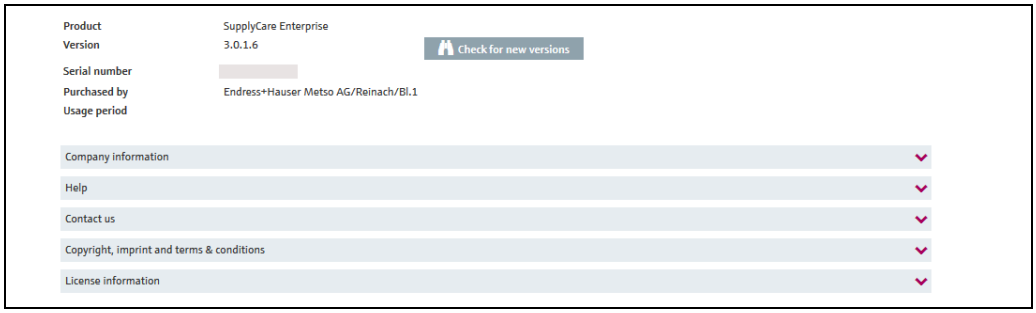
Do not close the window with the displayed Installation ID. Endress+Hauser will ask you for this Installation ID. Closing the window will render the actual Installation ID invalid.
However, if you already closed the window, repeat the process to generate a new, valid Installation ID.

5. Enter the Activation Code in the field **Activation Code** and click **Save** to confirm the new Activation Code and start the extended trial period.
Click **Cancel** to abort the process.

18.4 Searching for updates

SupplyCare offers the possibility to check whether there are any updates. If this is the case and you want to update your version of SupplyCare Enterprise, please contact your Endress+Hauser sales office.

1. Click the **Help** link in the header.
2. The following screen appears:



Updates_suchen_1_BA00055SEN_30

3. Click on **Check for new versions**.
4. A connection to the Endress+Hauser server is established and a web browser window opens. Therein a message appears stating if there are any updates available.

19 Delimiters in export and report formats

This chapter explains the right thousand and decimal delimiter formatting used in all the Export or Reporting possibilities in SupplyCare.

- **Excel Downloads** – The download is performed with Excel format (standard). When opened in Excel, the report will be shown in the local Excel format system.
- **Download history** – The character which the download uses as the thousand/decimal delimiter depends on the language setting selected in the browser.
- **Notifications** – The character which the notification uses as the thousand/decimal delimiter depends on the language setting selected in **User preferences**.
- **Reports** – The character which the report uses as the thousand/decimal delimiter can be selected from a Drop down list in the **Report Configuration**.

20 User roles and authorization

Several user roles can be assigned to one person at the same time.

Master data

Person with **Master data** configured as their user role are authorized to perform the following:
- Create, change and delete a user
- Assign a user role to users
- Assign a tank group to a user
- Assign notifications to a user
- Change their own user profile
- Create, change and delete a tank
- Assign a tank to a tank group
- Create, change and delete an aggregated tank
- Assign an aggregated tank to a tank group
- Create, change and delete tanktypes
- Create, change and delete a location
- Assign a tank to a location
- Create, change and delete a company
- Create, change and delete a product
- Upload an existing linearization table
- Create, change and delete linearization tables
- Assign linearization tables to primary values
- Create, change and delete a tank group
- Assign a product to a tank
- Create, change and delete reports
- Change the number of decimal places for a unit type

System Administrator

The **System administrator** is authorized to perform the following:
- Create, change and delete a user
- Assign a user role to users
- Assign a user to a tank group
- Process alarm messages
- Change system properties
- Create and change a tank
- Assign a tank to a tank group
- Create new gateways
- Configure gateways
- Assign a measuring device to a tank
- View logged on users, login reports, gateway, tank and contract reports
- Configure contract-specific splash screen and information window
- Determine contract-specific subject line for event messages
- Set up e-mail connection
- Write messages
- Change their own user profile

Local system administrator

The **Local system administrator** has the following authorizations:
- Configure gateways
- Assign a measuring device to a tank
- Process alarm messages
- Configure splash screen and information window
- Determine subject line for event messages
- Change their own user profile

Read only

Person with **Read only** configured as their user role are authorized to perform the following:
- View tanks (measured values)
- View personalized tank view
- View tanks on a map (Google Maps)
- View and save measured value history
- View tank details
- View location details
- View tank service status
- View events
- Perform totaling
- Change their own user profile
- Make user preferences

Operator

The **Operator** is authorized to perform the following:
- View tanks (measured values)
- View personalized tank view
- View tanks on a map (Google Maps)
- View and save measured value history
- Analyze the history of existing measured values
- View tank details
- View location details
- Change tank service status
- View and edit events
- View event history
- Perform totaling
- Change their own user profile
- Make user preferences

Scheduler

The **Scheduler** is authorized to perform the following:
- View tanks (measured values)
- View personalized tank view
- View tanks on a map (Google Maps)
- View and save measured value history
- View notifications and status displays on planned disposals and deliveries
- View tank details
- View location details
- View tank service status
- View and edit events
- Set the resubmission date
- View event history
- Plan deliveries and disposals
- Perform totaling
- Change their own user profile
- Make user preferences

Product-Tank-Assignment

Person with **Product-Tank-Assignment** configured as their user role are authorized to perform the following:
- Change their own user profile
- Assign an existing product to an existing tank

21 Diagnostics and troubleshooting

21.1 General troubleshooting

1. **Error:** SupplyCare does not start when clicking on the SupplyCare Enterprise desktop icon.
   - **Possible cause:** Windows service **SupplyCareEnterprise** does not run. Maybe the operation system has been updated automatically. While rebooting the system, the Windows service **SupplyCareEnterprise** has not been started again.
     - **Remedy:** Start Windows services app, select Windows service **SupplyCareEnterprise**, start service.
     - **Recommendation:** Change the maintenance settings of the computer. Control updates of the operation system manually instead of setting them to automatic.
   - **Possible cause:** Tomcat binary file is missing (Location (Example): C:\Program Files (x86)\Endress+Hauser\SupplyCareEnterprise\apache-tomcat-[x.x.x]\bin\tomcat[x].exe).
     - **Remedy:** Copy the Tomcat binary file (tomcat[x].exe) from the SupplyCare Enterprise installation DVD to the clipboard and insert it into the target directory on the computer. Pay attention to copy the Tomcat binary file from the same DVD which has been used to install the actual SupplyCare Enterprise version.
       Tomcat binary file on the DVD:
       [Path of CD drive]\Software\SCE30B\tomcat[x].exe.
       Target directory on the computer (example):
       C:\Program Files (x86)\Endress+Hauser\SupplyCareEnterprise\apache-tomcat-[x.x.x]\bin\tomcat[x].exe.

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