ABB Ability™ Backup Management for electrical systems - Data Care

'Account Administrator' Guidelines

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1   Introduction

1.1   This manual

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

1.2   Intended audience

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

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

1.3   Document revision history

Document revision/date	History
A / September 2013	First release
B/ April 2018	Second release
C/ February 2019	Third release
D/ April 2021	Fourth Release

Download the latest documents from the ABB Web site
https://new.abb.com/medium-voltage

1.4　Symbols and conventions

1.4.1　Symbols

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

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

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

1.4.2　Document conventions

A particular convention is used in this manual.

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

2 ABB Ability™ Backup Management for electrical systems – Data Care

2.1 Description

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

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

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

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

In Data Care, user accounts are created and user rights defined and granted by 'Account Administrator'. With the right employees and subcontractors having access, the relay data can be promptly stored and conveniently shared anytime. Traveling to sites and substations to get up-to-date relay data can therefore often be avoided. This makes day-to-day operation of the relay smooth and cost-efficient.

The user rights are defined according to the assigned roles. The navigation pane differs for individual user rights as follows:

'Account Administrator'	'Engineer'	'ABB Analyst'
Main page	Main page	Main page
Company information	Company information	Company information
Account license information	-	Account license information
Graphical structure	Graphical structure	Graphical structure
License subscriptions	-	License subscriptions
User management	-	User management
Company management	-	Company management
Substation management	Substation management	Substation management
My relays	My relays	My relays
Upload file	Upload file	Upload file
Service request	Service request	-
Activity report	-	-
Recycle bin	Recycle bin	-

2.3   Data Care portal

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

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

3 Data Care functionality corresponding to 'Account Administrator'

3.1 Data Care Sign In

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

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

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

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

Buyer who acts as 'Account Administrator' need to create own company first through **Company management.** This will create correct license information and subsequent display of information on **Main page** and **Company information** page.
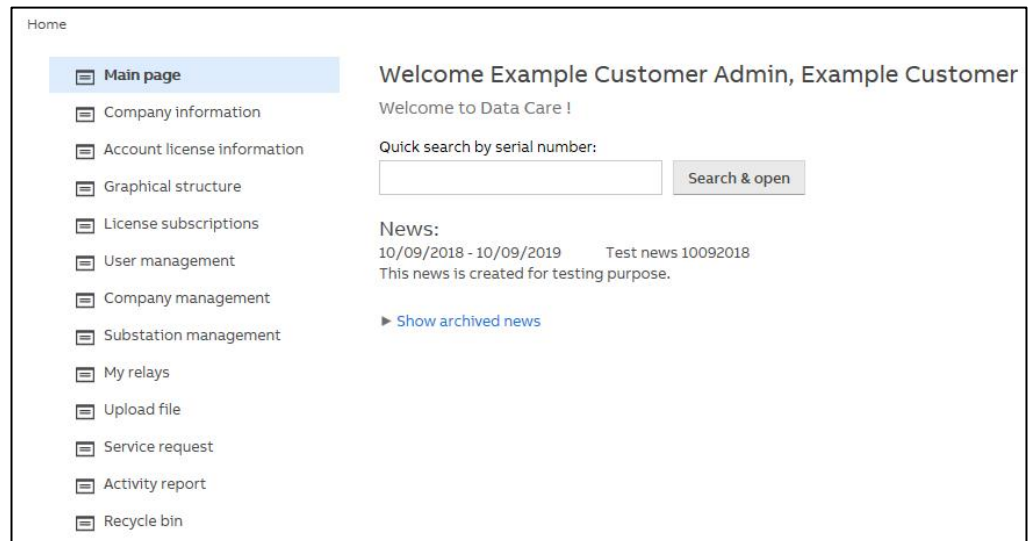
3.2   Data Care Process Flow Chart

Log in to Data Care

1st time user

Yes → Add company under **Company management** *Company Type = Customer*

No ↓

Add Substation under **Substation Management**

↓

Assign Substation to License under **License Subscription**

The activities on this page can **ONLY** be done by **Account Administrator**

Add more users

No ↓ (exit)

Yes → **Same company?**

Yes ↓

Add user under **User Management** *Role = Engineer*

↓

Assign user under **Substation Management-> Serviceman list** *Type = OwnEmployee*

No → **Sub-contractor?**

Yes ↓

Add company under **Company management** *Company Type = Subcontractor*

↓

Add user under **User Management** *Role = Engineer*

↓

Assign Subcontractor company to Substation

↓

Assign user under **Substation Management-> Serviceman list** *Type = Subcontractor*

No → **ABB user?**

Yes ↓

Add company under **Company management** *Company Type = ABB*

↓

Add user under **User Management** *Role = ABB Analyst*

↓

Assign user under **Substation Management -> ABB Local Contact persons**

Upload files for substation (configuration, drawing, other files) under **Substation management -> *Edit/View -> Upload***

↓

Add Switchgear and Bay under **Substation Management -> *Manage Substation***

↓

Add Relay under **My Relays**

↓

Upload file for relay under **My Relays -> *Edit/View -> Upload***

↓

Add Email Notification under **My Relays -> *Edit/View -> Add Alarm***

↓

Send service/support request through **Service Request**

The activities on this page can be done by
- Account Administrator
- Engineer
- ABB analyst

3.3   Main Page

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

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

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

My relays > Edit relay page appears wherein the page provides desired relay information.

The same screen can also be viewed through **My relays** section and then by selecting *View/Edit* of desired relay.

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

3.4 Company information

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

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

3.5   Account license information

'Account Administrator' can **Search** particular account license subscription information by selecting appropriate option and View **License subscriptions** which are linked to own company account.

Description of this search criteria options is as follows:

License No.	As generated by the system at the time of purchasing the license subscription.
Start date	The validity period of the license that was purchased.
End date	
License Size	The size of the license that was purchased
Buyer	The email address of the one who purchase the subscription.

'Account Administrator' can renew the license subscription by selecting **View/Renew**.

 Plant ID required for Renew/Upgrade of existing license is available under Account license details.

It is possible to fetch newly purchased subscriptions through **Fetch new subscription** feature provided below Results table.

3.6   Graphical structure

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

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

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

'Account Administrator' has to assign the substation to license through **License subscriptions** or re-activate license subscription through **Account license information**.

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3.7 License subscriptions

'Account Administrator' can **Search** different purchased **License subscriptions** based on the search criteria.

Description of this search criteria options is as follows:

License No.	As generated by the system at the time of purchasing the license subscription.
Start date	The validity period of the license that was purchased.
End date	
Contact Person	The name of the person who purchase the subscription.
Status	The status of the license subscription

3.7.1 View/Edit License subscription

License subscription information can be viewed or edited with **View/Edit** option for particular license subscription. 'Account Administrator' can then go through the **License subscription management** and *assign substations* under the license.

License subscription management

Main page
Company information
Account license information
Graphical structure
License subscriptions
User management
Company management
Substation management
My relays
Upload file
Service request
Activity report
Recycle bin

License No.	Example Active 01
* Customer	Example Customer
* Buyer	
* Start date	05/09/2018
* End date	06/02/2019
Warning period (days)	30
Extension period (days)	15
Description	This active service contract is created for guidance and is for example purpose only.

Contact person

* Email	examplecustomeradmin@username.
* Name	Example Customer Admin
Phone number	
Service providers	Example ABB Analyst
Status	Active
Substations	Select one substation Assign

Substation name	Contact person	Phone number	Email	Delete
Example Substation	Example Customer F	Country code - Phon	customerpaidservice	✕
Example Substation	Example Customer F	Country code - Phon	customerpaidservice	✕

Graphical structure then shows only those substations.

Substations	Select one substation Assign			
Substation name	**Contact person**	**Phone number**	**Email**	**Delete**
Example Substation 1	Example Customer Pa	Country code - Ph	customerpaidservice	✕
Example Substation 2	Example Customer Pa	Country code - Ph	customerpaidservice	✕
Example Substation 3	Example Customer Ad	0503342004	pareshmandpe@gm	✕

Page 1 of 3   10   View 1 - 3 of 3

For active licenses, substations can be viewed under **Graphical structure** only if they are assigned to a license under *License subscription management*.

Add new license subscription allows authorized 'Account Administrator' to purchase additional license subscription for own company from the marketplace.

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3.8   User management

'Account Administrator' can **_Search_** information of registered users who belongs to their own company,their subcontractors or ABB.

Description of this search criteria options is as follows:

Email/Username	Email or the name used by the user to login to Data Care
First Name	The first name of the user
Last Name	The last name of the user
Company	The name of the company the user is assigned to.
Status	The status of the user.
Type	The type of the user (Customer, ABB, Subcontractor)

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

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

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

3.8.1 Add User or View/Edit User

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

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

This **User details** screen appears when *Add user* or *View/Edit* option is clicked.

Description of the required information to create a new user or edit existing user is as follows:

Email / Username	Registered email address of the user. This need to be the same as that applied for ABB Single Sign On (SSO) credentials during registration.
First name	First name of the user
Last name	Last name of the user
Type	Three options are available.

	• *ABB*: This option is selected when user works for ABB. This is typically a user from local ABB Company who provides sales / technical support to 'Account Administrator' (Customer) Company. • *Customer*: This option is selected when user works for 'Account Administrator's' company. • *Subcontractor*: This option is selected when user works for customers' subcontractor / 3rd party service Provider Company. If user's type is *Subcontractor*, then *Company status* field will be visible: The *Company status* has to be set to `Active` so that user can access Substations and relays' information that belongs to particular license subscription. Other status (`Blocked/Removed/InActive`) will block the user's access.
Company	Name of the company with respect to selected *Type* ⚠ Please note that the Company need to be added first through **Company management** in order to make it visible in this menu.
Phone number	Phone number of the user
User status	`InActive ; Active`
Expiration date	If selected then *User status* becomes Inactive after the set date.
Roles	For *Type* `ABB`, the role can be assigned as 'ABB Analyst'. This is a local ABB contact person for the customer. For *Type* `Customer` ('Account Administrator' company), the role can be assigned as 'Account Administrator' or 'Engineer'. For *Type* `Subcontractor`, the role can be assigned as 'Engineer'

When the user role is selected as 'Account Administrator' then it is required to *Assign* the correct **License subscriptions** to this user. This is done through:
1. After adding the new user, click on the **View/Edit**.
2. **License subscriptions** list is now available. *Assign/Unassign* the license accordingly.

When the user role is selected as 'Engineer' then it is required to *Assign* them to the correct substation via **Substation management** menu.

3.9　　　Company management

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

Description of this search criteria options is as follows:

Company Name	As defined by the company to be registered
Address	Address of the `Account Administrator,` `ABB,` `Subcontractor` company
Country	The country where the company is located
Contact Person	The contact person of the company representative
Company Type	The type of the user (`Customer, ABB, Subcontractor`)

3.9.1 Add company

Add company feature allows 'Account Administrator' to add `Own (Customer),` `ABB` and `Subcontractor` Company.

Description of the required information is as follows:

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

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

It's possible to hide this option. |

3.10 Substation management

'Account Administrator' can **_Search_** information of substations linked to **License subscriptions.**

Description of this search criteria options is as follows:

Substation name	The name of the substation
Company name	The owner/ operator of the substation (Normally it is the 'Account Administrator' company).
Address	Address of the 'Account Administrator' company
Contact Person	The contact person of the company representative

3.10.1 Add Substation

'Account Administrator' can **_Add substation_** by filling the required data.

Description of the required information is as follows:

Name	The name of the substation
Company	'Account Administrator's' own company name appears here by default
Street address	Address of the substation
Postal code	
City	
Country	
Contact person	Main contact person responsible for the substation. Details such as _Email_, _Name_ and _Phone number_ to be specified as provided by 'Account Administrator' company. If this contact person also need to access Data Care then the user need to be created via **User management** menu.

It is required to _assign the substation_ to the license subscription after adding substation through **License subscriptions** to make it accessible for **all users**.

3.10.2 View/Edit Substation

'Account Administrator' can manage substation details (only after the license subscription is assigned), by selecting **View/Edit** :

- *Update* the *name, address* , and *contact person* of the substation.
- *Assign/unassign* subcontractors*.*
- *Upload/download* configuration or any other files to/from substation
- *Add/Delete* ABB local contact person / *Account Administrator's/ Subcontractor's* 'Engineer' to/from substation
- *Add/Delete* switchgear/bay/relay to/from substation through **Manage substation**
- *Add/Delete* alarm notification to/from substation
- *Download* all files that belongs to substation

'Account Administrator' can Select or Deselect *Subcontractors* to desired substation. Only authorized users who work for the subcontractors which are added into substation can view/work for substation.

'Account Administrator' can create new *subcontractors* for own company in **Company management.**

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3.10.2.1 To upload files to Substation:

'Account Administrator' can upload files to substation as follows:

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

List of uploaded files is shown under *Configuration backups* and *Other file types*. Uploaded file can be deleted / downloaded by *Delete* or *Download*.

3.10.2.2   **To assign ABB local contact persons and Engineers to substation**

Feature allows 'Account Administrator' to add 'ABB Analyst' and 'Engineer' from *Customer* or *Subcontract*or to substation. These users are created in **User management**.

To add new ABB analyst:
- Add new 'ABB analyst' user under **User Management**
- Select 'ABB Analyst' name from *ABB Analyst list* and click *Add*
- 'ABB Analyst' can be removed from Substation by selecting *Remove*

To add new Engineer from *Subcontractor company***,**
- Add new Subcontractor 'Engineer' user under **User Management**
- Add subcontractor to substation by selecting from *subcontractors* list under **Substation Management**
- Select *Type* `Subcontractor`
- Select 'Engineer' name from *Serviceman name list* and click *Add*
- 'Engineer' can be removed from Substation by selecting *Remove*

To add new Engineer from *Account Administrator (Own) company***,**
- Add new Customer 'Engineer' user under **User Management**
- Select *Type* `OwnEmployee`
- Select 'Engineer' name from *Serviceman name list* and click *Add*
- 'Engineer' can be removed from Substation by selecting *Remove*

3.10.2.3 Manage Substation Result

'Account Administrator' can select **Manage Substation** which is visible below *Manage substation Result* table. It allows to,

- *add* or *delete* switchgears
- *add* or *delete* bays
- *add* or *delete* relays
- change the structure of substation as per site requirement

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

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

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

3.10.2.4   Email notifications

List of email notifications is created under this section

Email notification can be created by selecting **_Add alarm_** option which is available below _Email notifications_ table. Following information can be specified:

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

3.10.2.5　Download all files in substation:

By selecting **Download All Files**, 'Account Administrator' can download all files that are stored at substation and relay level. A job will be scheduled in System Services. Following message will appear after selecting **Download All Files**:

'Account Administrator' can check the status of download under **Download all files in Substation** section.

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

For example:

Data Care substation file download

noreply@abb.com
To

Process for downloading files on substation level has completed successfully. This is an automatic message. Please do not reply to this email. If you have any question, please contact ABB.

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

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

3.11 My relays

Account Administrator' can **Search** information of substations linked to **License subscriptions.**

Description of this search criteria options is as follow:

Serial number	The serial number of the relay
Brand	The brand name of the relay manufacturer
Product Type	The mode / typel of the relay
Substation	The substation where the relay is installed

3.11.1 Add Product

'Account Administrator' can add new relay by selecting **Add product** which is available below **Results** table.

Description of the required information is as follows:

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

3.11.2 *View/Edit* relay:

'Account Administrator' can select *View/Edit* to view and edit relay information.

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

In addition to editing relay information, user can also:
- **Upload** files related to the relay
- *View/Download* Firmware updates for the relay
- *View* list of modules installed in the relay
- *View/Add/Delete* email notification
- *View/Add/Delete* Backups, Disturbance recording, files
- *Replace Relay*

3.11.2.1 Upload

'Account Administrator' can *upload* configuration backup/disturbance recording, other type of files to a relay which is already available under registered substations.

Information about relays such as serial number, brand, substation, switchgear, and bay will be available automatically in the text fields. 'Account Administrator' just need to select the files and *Upload*.

Files can be selected through **Browse** option. Necessary description and file type can be selected before selecting **Upload**.

Following message will appear after successful uploading of the files.

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3.11.2.2 Firmware updates:

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

3.11.2.3 Modules:

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

Serial number	Indicates serial number of the module
Part name	Indicates name or description of the module
Location Id	Indicates location of module in the product (relay)
Revision	Indicate the revision status of the module
Test date	Indicates module test date

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

3.11.2.4 Email notifications:

Provides information of email notifications created under this relay.

Email notification can be created by selecting **Add alarm** available below **Email notifications** table.

3.11.2.5   **Backups, Disturbance recordings, Solution proposals, Other file types:**

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

3.11.2.6   Replace relay

Replace relay option is available below the *Other file types* table. 'Account Administrator' can replace information of particular relay with another relay by selecting *Replace relay* option. This may be required during replacement of particular relay for maintenance purpose or during replacement of old relay with healthy relay.

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

For example, if relay sr. no. 1VHR1111111 is to be replaced with another relay having sr. no. 1VHR6666666 then the process of *Replace relay* in Data Care database shall be as follows:

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

Then select *Replace relay* option.

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

Then select *Confirm replacement*.

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

Serial number	Brand	Product code	Type	Modifier	Modification time
		Device is a replacement for:			
1VHR1111111	ABB	Product code	REF615 IEC Feeder Protection and Control	Paresh Mandpe	11/06/2013 12:20:31 UTC

The changes can also be viewed in **Graphical structure**

- **Before replacement**

Graphical structure

* Select customer:

| Example Customer | | Search |

| Collapse all | Expand all |

▼ 📁 Example Customer
   ▼ 📁 Example Active 01 ►
      ▼ 📁 Example Substation 1 - Example Customer, Street address Example Customer, ZIP/Postal code Example Customer, City ►
         ▼ 📁 Substation1 Switchgear1
            ▼ 📁 Substation1 Switchgear1 Bay1
               ▤ 1VHR2222222 - REM615 IEC Motor Protection and Control ►
               ▤ 1VHR1111111 - REF615 IEC Feeder Protection and Control ►

- **After replacement**

Graphical structure

* Select customer:

| Example Customer | | Search |

| Collapse all | Expand all |

▼ 📁 Example Customer
   ▼ 📁 Example Active 01 ►
      ▼ 📁 Example Substation 1 - Example Customer, Street address Example Customer, ZIP/Postal code Example Customer, City ►
         ▼ 📁 Substation1 Switchgear1
            ▼ 📁 Substation1 Switchgear1 Bay1
               ▤ 1VHR2222222 - REM615 IEC Motor Protection and Control ►
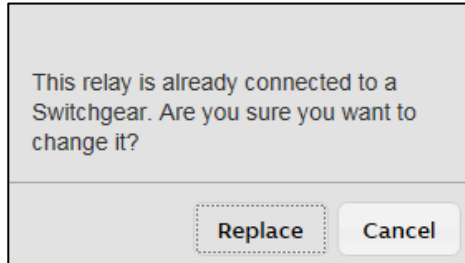   ▤ 1VHR6666666 - REF615 IEC Feeder Protection and Control ►

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

• Cannot replace relay because replacement belongs to another substation which you do not serve or own.

 If relay which is to be used as a replacement already belonged to another bay/switchgear/substation of the same customer (company), following message will be shown:

This relay is already connected to a Switchgear. Are you sure you want to change it?

Replace   Cancel

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

3.12   Upload file

'Account Administrator' can **upload** configuration backup/disturbance recording, other type of files to particular relay which is already available under registered substations.

If the files are to be uploaded through **Upload file** section then the information about *Serial number, Substations, Switchgears, Bays* need to be specified manually.

Data for ABB relay can also be fetched by entering *Serial number, brand ->* `ABB` and with **Fetch detail**

Files can be selected through **Browse** option. Necessary description and file type can be selected before selecting **Upload**.

Following message will appear after successful uploading of the files.

3.13 Service request

'Account Administrator' can send requests for getting `Support` or `Service` from `ABB` and `Subcontractor` as registered in the **License subscriptions**.

Company type	Select `ABB` or `Subcontractor` depending on the `support or service` request to be assigned.
Contact person	List of contact person appears after selection of Company type. Select the desired contact person.
Subject and Description	Subject and Description can be specified in detail for the selected Request type
Request type	`Support` or `Service` option can be selected

Send request then send the request to the corresponding email address of selected Contact person from `ABB` or `Subcontractor`.

3.14   Activity report

'Account Administrator' can generate the activity report.

The report can be generated in HTML format or in PDF format.

3.15   Recycle bin

'Account Administrator' can,
- View product and substation files that are deleted by users
- Restore the deleted files back to users account
- Permanently delete the files

4   Data Care Operations

This chapter provides the list of common operation that can be done in Data Care.

For 'Account Administrator' who is logging in to Data Care for the first time, please refer to the flow chart available in **chapter 3.2.** Addition of new company and new user, handling of license subscription is explained also in the flowchart.

4.1   Adding new relay

- Is the switchgear and bay where the relay is located already available in Data Care?

- If NO, add the switchgear and bay under **Substation Management** > *View/Edit Substation* > **Manage Substations**

- If YES, proceed to **My Relays** > **Add Product**

4.2   Upload file to relay

- Navigate to the relay where file should be uploaded in the **Graphical Structure** or use the Quick search function in the **Main Page.**

- In the Edit Relay page, click the **Upload** button.

4.3   Download file from relay

- Navigate to the relay where file should be uploaded in the **Graphical Structure** or use the Quick search function in the **Main Page.**

- In the Edit Relay page, go to the **Backups, Disturbance recordings, Solution proposals, Other file types section.** Proceed to download the required files

4.4   Find other engineer/ABB contact

- Navigate to the substation where the relay is installed in the **Graphical Structure**, scroll down to the **Contact persons**

4.5   Set Email notification

- To create Email notification for the *substation*, navigate to the sub-station where the relay is installed in the **Graphical Structure**, and click **Add Alarm** under Email Notification

- To create Email notification for the *relay*, navigate to the relay in the **Graphical Structure** or use the Quick search function in the **Main Page** and click **Add Alarm** under Email Notification

4.6   Send service request

- Navigate to the **Send Service Request** page and fill up the details