



# **User Guide B&R Support Portal for Customers and Partners of B&R**

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## I Versions

| Version | Date       | Comment       | Edited by      |
|---------|------------|---------------|----------------|
| 1.0     | 11.09.2007 | First Edition | Schmidt Markus |
|         |            |               |                |
|         |            |               |                |
|         |            |               |                |

Table 1: Versions

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## 1 General Overview Support Portal B+R

With the B&R support portal, an application has been created, where customers of B&R can enter and process support requests over the homepage of B&R. The B&R support portal is going to be released in the course of the year of 2007 for all customers and partners of B&R. So when you need support for our hard- and software products as customer or partner of B&R you can simply and comfortable realize this over the B&R support portal.

### 1.1 Process flow

The flow of the support process by using the support portal of B&R looks just like this:

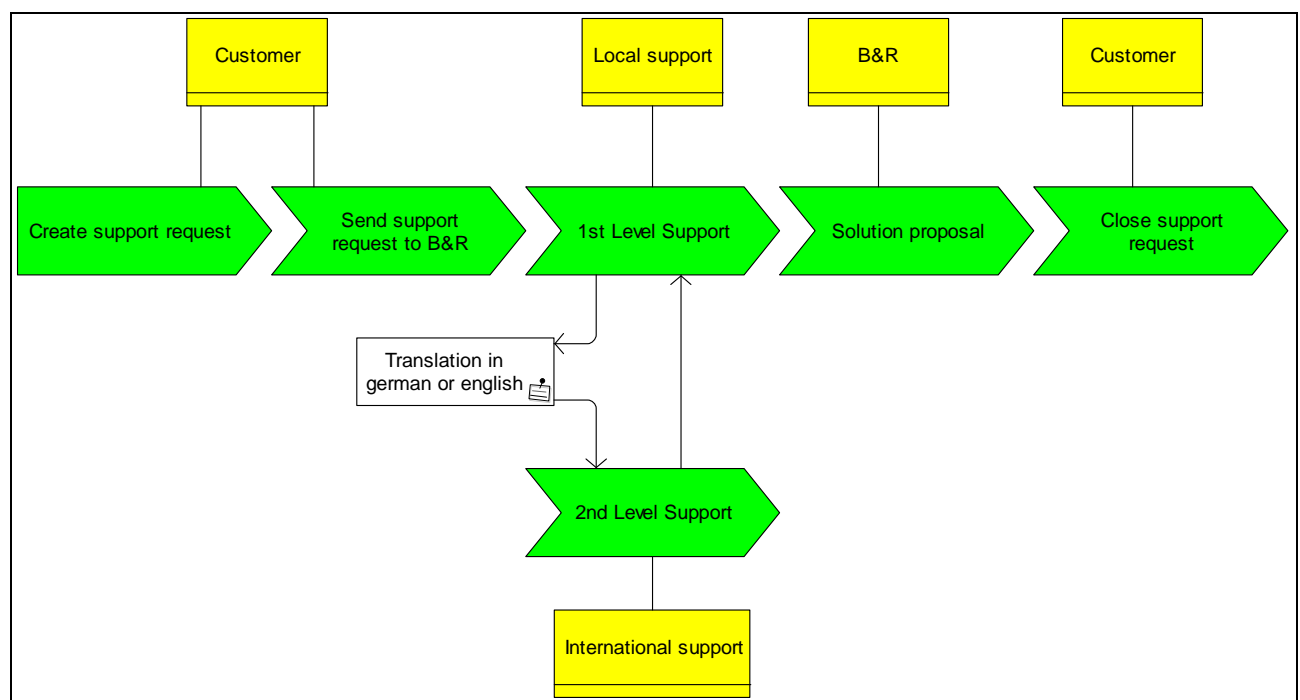


Figure 1: Support process flow

#### Benefits of the B&R support portal for customers:

- The customer has the possibility to create support requests anytime
- Therefore the time for solution findings will be shortened for the customer
- The customer has the possibility to easy trace the support process anytime
- The customer can answer call backs in the support portal and can be sure that this is sent to the right responsible support processor
- The customer has the possibility to add additional information or file attachments to the support request which shortens the time for the support process and simplifies it
- The customer is anytime up to date concerning his support requests and gets automatically an E-Mail if the state of a support request changes

## 2 Requirements


This chapter describes the system requirements for using the B&R support portal and how you get access rights for the B&R support portal.

### 2.1 System requirements for using the B&R support portal

You have to meet the following system requirements to use the B&R support portal:

- **Browser** – You can use a standard browser like Microsoft Internet Explorer or Mozilla Firefox.
- **Browser Plug-Ins** – Macro Media Flash Player Version 8 or higher. You can download this Plug-In for free on: [http://www.macromedia.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=ShockwaveFlash](http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)  
With the following link you can check your currently installed version of the Macro Media Flash Player: <http://www.macromedia.com/de/software/flash/about/>
- **Browser Security Settings** – Set up your Browser in use in a way, that Cookies are enabled (this works for Microsoft Internet Explorer by using the menu *extras* → *internet options* → *security*; for Mozilla Firefox by using the menu *extras* → *settings* → *cookies*).

### 2.2 Access rights for the B&R support portal

The access to the B&R support portal works with the Login you use for the B&R Homepage <http://www.br-automation.com> and the button .

There exists one or more user administrators for each customer or partner. They can add, edit or delete users and manage their authorizations for your company by using the function My Portal / Manage Users. With this function, you are quite independent in maintaining your user data. In case an employee leaves from your company, you can immediately deny access to this person.



| Username | First Name | Last Name       | Web Access | Administrator |
|----------|------------|-----------------|------------|---------------|
| C054817  | Alexander  | Baier           | ✓          | ✓             |
| C054928  | Brigitte   | Bermannschlager | ✓          | ✗             |

**Figure 2:** In the Menu „Manage Users“ you are able as Administrator to create and manage users for the B&R Support Portal, you attain to this screen over [www.br-automation.com](http://www.br-automation.com) => myPortal

#### User roles and Authorizations:

The user administrator can assign different users the following authorization levels:

- A **support engineer** has authorization to view his own support requests.

- A **support request processor** has the same authorization level as a support engineer, but is also able to view all support requests which are existing to a customer and edit them appropriately.
- A **support manager** has currently the same functions as a support request processor. Advanced management functions are planned for support managers.

If you do not have a customer user administrator in your company or you need initial access to log into myPortal on the B&R homepage, please contact your customer representative at B&R.

**Note:** One of the three roles is necessary to use the B&R support portal.

As administrator you can assign roles for the support portal to your users respectively change the roles. Therefore double click on a user in the user list. You get to the specific data of the selected user.

| Company  | Products  | Service | Events | News | myPortal |
|--|---|---------|--------|------|----------|
| Manage Users   | myPortal > Manage Users   |         |        |      |          |
| Change Userdata  | <b>Manage Users</b>   |         |        |      |          |
| Change Password  | <input type="button" value="List Users"/>   |         |        |      |          |
| Product Changes Information  | Company Information   |         |        |      |          |
| Logout   | ID: 0000423677<br>Company: DEMOKUNDE<br>Phone: +49 69<br>Fax:<br>Address: Businesspark 138<br>60198 Frankfurt<br>Germany  |         |        |      |          |
| <b>automationLETTER</b><br>Subscribe here to receive the latest news about current automation trends directly in your mailbox.<br>Your e-mail address: <input type="text"/><br><input type="button" value="GO"/> | Account: C054863  |         |        |      |          |
| <b>Cutting Edge</b><br>Air travel has become almost an everyday occurrence for many people. As airlines strive to expa ...   | Gender: <input type="text" value="male"/><br>First Name: <input type="text" value="ServMg"/><br>Last Name: <input type="text" value="Guggenberger"/><br>Contact e-Mail: <input type="text" value="christian.guggenberger@br-automation"/><br>Phone: <input type="text" value="+49"/> <input type="text" value="69"/> <input type="text" value="182838"/> - <input type="text"/><br>Fax: <input type="text" value="+49"/> <input type="text"/> - <input type="text"/><br>Street, No.: <input type="text" value="Businesspark 138"/><br>City: <input type="text" value="Frankfurt"/><br>ZIP Code: <input type="text" value="60198"/><br>Country: <input type="text" value="Germany"/><br>Region: <input type="text" value="Schleswig-Holstein"/><br>Administrator: <input checked="" type="checkbox"/><br>Web Access: <input checked="" type="checkbox"/><br>User Role Servicemanagement: <input type="text" value="Service Manager"/><br>Mailinfo Service Order: <input type="checkbox"/><br>User Role Supportmanagement: <input type="text" value="Support Manager"/> |         |        |      |          |
| <b>An Eye for Quality</b><br>The cosmetics industry represents a significant branch of the French economy. In France, sales ...  | <input type="button" value="RESET PASSWORD"/> <input type="button" value="EDIT"/>   |         |        |      |          |
| <b>Nicely Wired</b><br>Today's automobiles conceal a nervous system of more than 2 km of cable and several dozen diffe ...   |   |         |        |      |          |
| <b>automotion</b>  |   |         |        |      |          |

Figure 3: Data of the user

Change the user role in the support portal or assign a role to the user initially by pushing the button . Select the desired role in the drop-down-menu in the field "User Role Supportmanagement:" and push the button .

## Manage Users

List Users

Company Information

ID: 0000423677  
 Company: DEMOKUNDE  
 Phone: +49 69  
 Fax:  
 Address: Businesspark 138  
 60198 Frankfurt  
 Germany

Account: C054863

Gender:

First Name:

Last Name:

Contact e-Mail:

Phone:    -

Fax:    -

Street, No.:

City:

ZIP Code:

Country:

Region:

Administrator:

Web Access:

User Role Servicemanagement:

Mailinfo Service Order:

User Role Supportmanagement:


Figure 4: Assign user role

### 3 Structure of the B&R support portal

The support portal consists in the main window of the following components (marked red in the figure):



- the **Requests overview** – Here all support requests will be displayed. The requests overview is structured in six horizontal displayed bars each containing a different request state:
  - **Created** – All support requests will be displayed which you have created.
  - **Sent to B&R** – All support requests will be displayed which you sent to B&R.
  - **In Work** – All support requests will be displayed which are currently processed at B&R.
  - **Call back** – All support requests will be displayed for which B&R needs additional information from you.
  - **Solution found** – All support requests will be displayed for which a solution proposal has been developed by B&R.
  - **Completed** – All support requests will be displayed which you have completed (closed).
- the function **New** – Here you can create new support requests.
- the function **Search** – Here you can search for specific support requests of any state.

You can refresh your data and support requests any time you want to by pushing the button . By refreshing your screen the data will be re-read from the system and the support portal will be feeded with the most currently available content information. The support portal will be refreshed automatically at every login.

You can navigate in the support portal simply using mouse clicks. You can open a support request with a double click (e.g. Figure 14: Display support request - Area "Support Data" (for example request number 000400000225) on page 16). Each support request is divided in the following areas:

- **Support data** – Here the general data of the support request will be displayed.
- **Actions** – Here all actions which were applied on the support request will be displayed (for example when B&R places a call back).
- **Changelog** – Here all changes of key fields of the support request and changes in the state will be logged (for example when the priority has been set new).

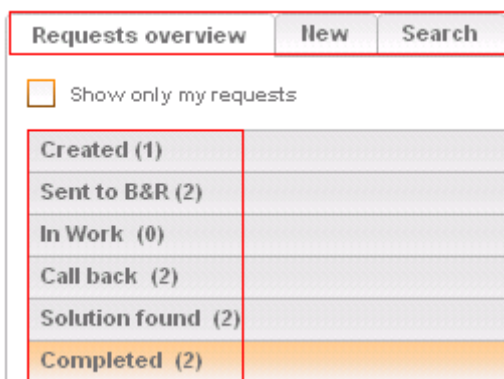


Figure 5: Support portal initial screen

The number beside the state shows the total of support requests with the specific state. In the header of the support portal the current version and the currently logged in user with his assigned role will be displayed. You can log yourself off the support portal anytime by using the button **Logout** in the above right corner. Per default the area "Requests overview" and there support requests with the state "Created" will be displayed after entering the support portal.

## 4 Process overview of the B&R support portal in detail

This chapter describes in detail how you create, edit, display, cancel and search support requests. Also will be described how you can trace the state of a support request in order to retrieve the progress of the

support case. The chapter is structured in three main sections, the section of the access (Login), the processing of the support requests and the tracing of the state of a support request.

## 4.1 B&R support portal – Access


Launch the B&R Homepage with the URL <http://www.br-automation.com>. After that choose the entry Supportportal in the Service menu.



Figure 6: B&R support portal access

After selecting the menu entry your have to login.

Figure 7: Login support portal

Click in the field Username respectively Password and enter the access data (User name and password) for the B&R support portal. Please note that the fields are case sensitive and therefore attend upper and lower cases when you make your entries. Log on to the support portal by using the button  Login. After successful enter you get on the initial screen of the B&R support portal (e.g. Figure 5 on page 4).

## 4.2 B&R support portal – Processing support requests

This chapter describes how you can create, display and change support requests and how you can send them to B&R, cancel and search them and add files as attachment.

## 4.2.1 Requests overview

After successful enter you get on the requests overview. Here all requests will be displayed, which are fragmented into the bars with the specific state.

Requests overview   New   Search

Show only my requests   Refresh

Created (1)

| Request number | Subject   | Created on | Material number | Serial number |
|----------------|---|------------|-----------------|---------------|
| 000400000222   | 4PP220.0571-65 zeigt Streifenbildung an den Kanten von Objekt | 2007-09-05 | 4PP220.0571-65  |               |

Sent to B&R (2)

In Work (0)

Call back (2)

Solution found (2)

Completed (2)

Figure 8: Area "Requests overview" to list requests

When you activate the field  Show only my requests you can limit the amount of the requests and only those requests will be displayed where you (as logged in user) are the creator of the support request. To find requests easier directly in the requests overview you can sort by the columns "Request number", "Subject", "Created on", "Material number" and "Serial number" ascending (represented with an arrow upwards) or descending (represented with an arrow downwards). You can do this by single click on a column header. You can switch ascending and descending by one more click on a column header. The sort sequence is only effective for the current state bar.

## 4.2.2 Create support requests

You can create new support requests in the support portal and directly send them over to B&R. Just click on the tab "New" in the support portal. Here you can also create the request without send it to B&R

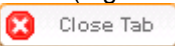
immediately (for example when you have to clarify certain facts internally). In this case you can open the request and edit it anytime.




Figure 9: Create a new support request

| Field name               | Description   |
|--------------------------|---|
| <b>Area Header</b>       |   |
| Subject                  | Enter a subject for the support request. The subject should be significant to later optimize the search for support requests. The field subject is the only required field when you create a support request.           |
| Description              | Enter a description for the support request. Here you have to describe very detailed what the request is all about for what you need support.   |
| <b>Area Support Data</b> |   |
| Hardware                 | Select a main group of the hardware from the drop-down-menu, for what you need support.   |
| Category                 | Select a group of the hardware selected above from the drop-down-menu for what you need support. The group is appointed by the selected main group. When you don't select a hardware you also cannot select a category. |
| Material number          | You can enter the affected material number directly or if you selected a hardware and category you can select a possible material with the  |

|                             |  |
|-----------------------------|--|
|                             | button Possible materials (e.g. Select a material on page 14). If you enter a material number directly, the fields hardware and category will be filled automatically.                                 |
| Revision                    | Here you can, if known, a revision state for the selected material. You can enter a revision state only after you have selected a material.  |
| Serial number               | You can enter a serial number of the affected material.  |
| Error numbers               | You can enter one or more error numbers if the affected product returns one.   |
| Software                    | Select a software from the hierarchy (e.g. Select a software hierarchy on page x).   |
| Project                     | Select a project from the drop-down-menu if the support request refers to a project with B&R.  |
| Contact person              | Select a contact person from the drop-down-menu who is responsible for the support request. If you don't select a contact person, the logged in user will be selected as contact person by the system. |
| Priority                    | Select a priority from the drop-down-menu for the support request. If you don't select a priority the support request automatically is assigned with priority "medium".                                |
| Version Automation Studio   | Enter the version of the software „Automation Studio“.   |
| Version Automation Runtime  | Enter the version of the software „Automation Runtime“.  |
| APROL Version               | Enter the version of the software „APROL“.   |
| <b>Area Additional data</b> | The content of the area „Additional data“ depends on the selected material. The fields which are recommended to fill will be presented in bold letters.  |
| Operating system            | Enter the affected operating system for which you need support.  |
| Onboard AR Version          | Enter the version of the installed Onboard Software "Automation Runtime".  |
| PVI Version                 | Enter the version of the software "PVI".   |
| ACP10 Version               | Enter the version of the software "ACP10".   |
| ACP10 / ARNC0 Error numbers | Enter the error code(s) of the software "ACP10" respectively "ARNC0" if such one is displayed.   |
| ARNC0 Version               | Enter the version of the software „ARNC0“.   |

Table 2: Fields when you create a support request

After you entered your data into the fields you can create the support request, send it over to B&R (e.g. Send support request to B&R on page 18) or add a file-attachment (e.g. Add attachments to a support request on page 18). You can also reset by pushing the button . After that you get back to the requests overview tab.

The support request will be created when you push the button . You immediately get a short confirmation notice. When you push button  you get a information notice that the support request has been created successfully which you can confirm with the button .

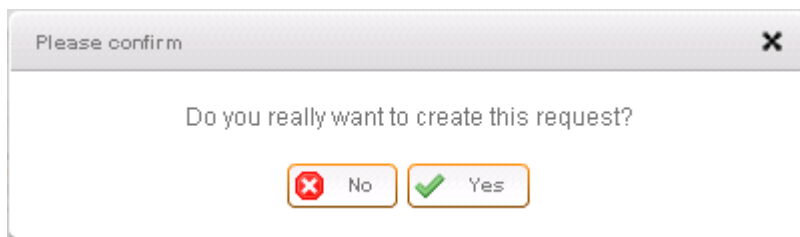


Figure 10: Create a support request confirmation window

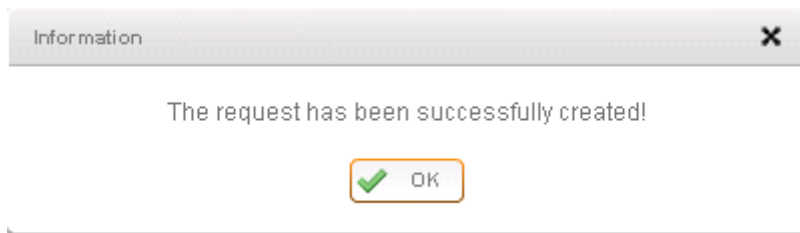



Figure 11: Create a support request information window

The support request will be added to the requests overview in the state tab "In Work" afterwards. If it appears not in the state tab, refresh your screen. The support request is completely created. At this time you can edit and change the support request anytime you want to.

#### 4.2.2.1 Select a material

If no material is entered directly you can select a hardware and a category and with this selections you can display all possible materials as list. The total of all found possible materials for the selected hardware and category is displayed in the button itself (11 in the example button). To select a material for the support request use the button . You get to the window to select a material.

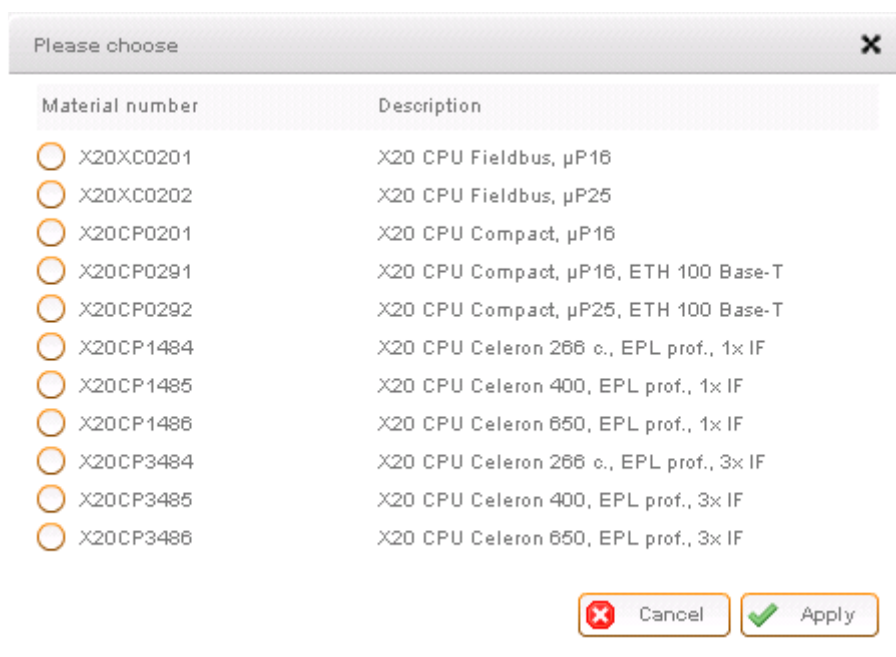



Figure 12: Select a material

Select a material and apply your selection by using the button . However you can cancel the selection of a material by using the button .

#### 4.2.2.2 Select a software hierarchy

You cannot enter a software hierarchy directly as for selecting a material. To select a software hierarchy use the button . You get to the window to select a software hierarchy. You can click on an arrow beside a folder to expand the hierarchy for the specific software.

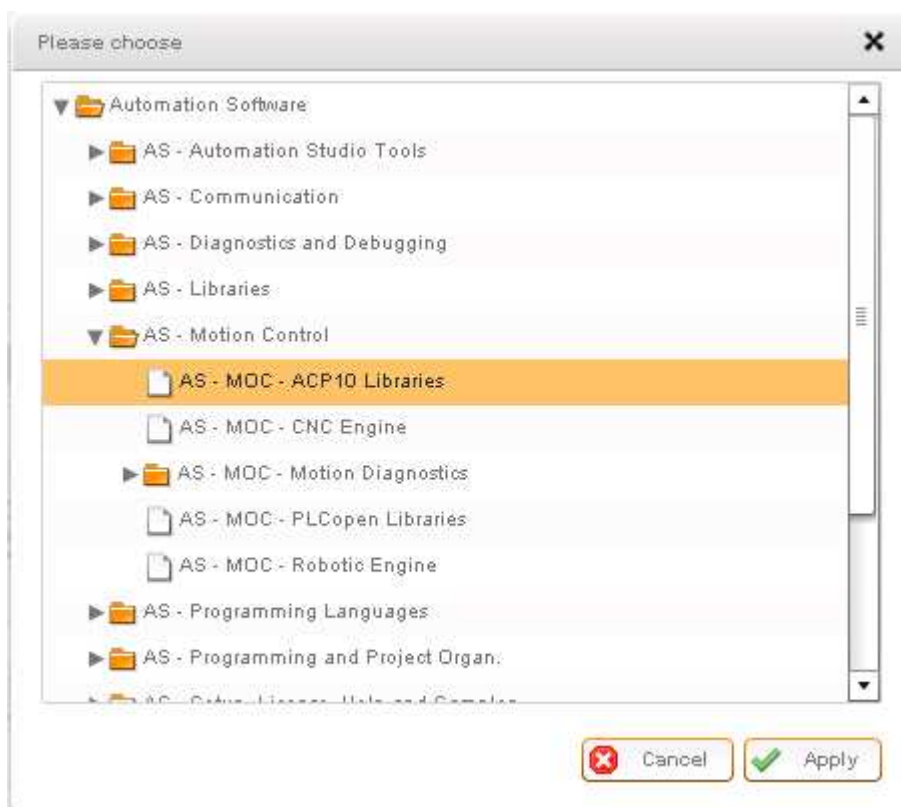





Figure 13: Select a software hierarchy

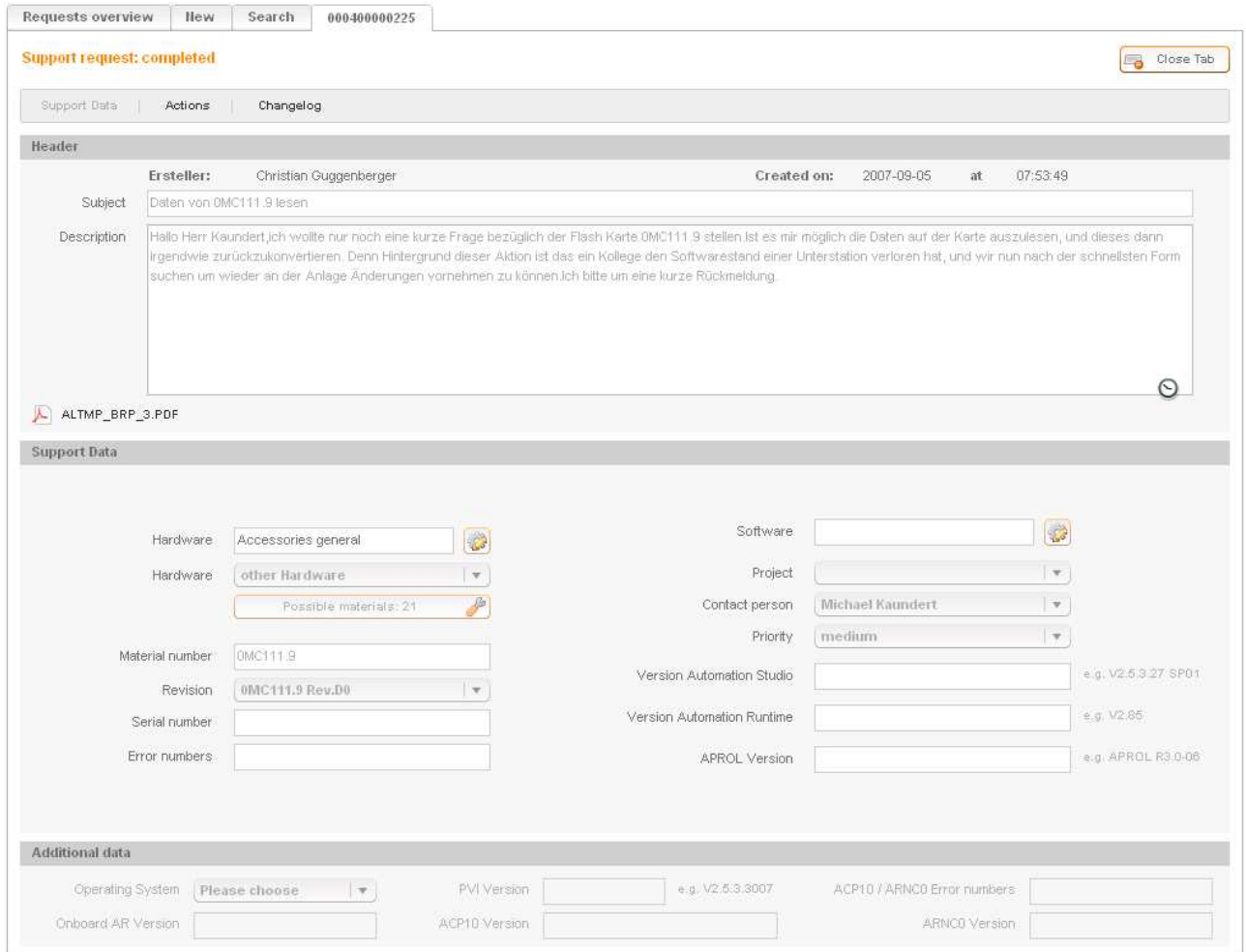
Select a software by marking an entry and applying your selection by pushing the button . However you can cancel the selection of a software hierarchy by using the button .

#### 4.2.3 Display a support request

To display a support request you must switch to the "Requests overview" tab (if you are not currently on this tab). Select the support request which you want to display and double click it. The selected support request will be displayed in a new tab (for example request number 000400000262). You can also select more than one support request simultaneously and switch between the separate "request tabs".



By pushing the button  in the tab of the displayed support request you can close this tab again. Please note, that if you changed something in the support request, these changes will not be saved when you close the tab. So when you display a support request you get to the area "Support Data" of the specific request.



**Support request: completed** Close Tab

Support Data | Actions | Changelog

**Header**

Ersteller: Christian Guggenberger      Created on: 2007-09-05 at 07:53:49

Subject: Daten von OMC111.9 lesen

Description: Hallo Herr Kaudent, ich wollte nur noch eine kurze Frage bezüglich der Flash Karte OMC111.9 stellen. Ist es mir möglich die Daten auf der Karte auszulesen, und dieses dann irgendwie zurückzukonvertieren. Denn Hintergrund dieser Aktion ist das ein Kollege den Softwarestand einer Unterstation verloren hat, und wir nun nach der schnellsten Form suchen um wieder an der Anlage Änderungen vornehmen zu können. Ich bitte um eine kurze Rückmeldung.

ALTMP\_BRP\_3.PDF

**Support Data**

|                  |                        |                             |                     |
|------------------|------------------------|-----------------------------|---------------------|
| Hardware:        | Accessories general    | Software:                   |                     |
| Hardware:        | other Hardware         | Project:                    |                     |
|                  | Possible materials: 21 | Contact person:             | Michael Kaudent     |
| Material number: | OMC111.9               | Priority:                   | medium              |
| Revision:        | OMC111.9 Rev.D0        | Version Automation Studio:  | e.g. V2.5.3.27 SP01 |
| Serial number:   |                        | Version Automation Runtime: | e.g. V2.85          |
| Error numbers:   |                        | APROL Version:              | e.g. APROL R3.0-06  |

**Additional data**

|                     |               |                |                  |                              |  |
|---------------------|---------------|----------------|------------------|------------------------------|--|
| Operating System:   | Please choose | PVI Version:   | e.g. V2.5.3.3007 | ACP10 / ARNC0 Error numbers: |  |
| Onboard AR Version: |               | ACP10 Version: |                  | ARNC0 Version:               |  |

Figure 14: Display support request - Area "Support Data" (for example request number 00040000225)

You can display actions for the displayed support request. Therefore switch to the tab "Actions" with a single click in the header of the support request. Actions are all executed activities which were applied on a support request (for example solution proposal created, answer of customer to a call back).



**Support request: completed** Close Tab




Support Data | **Actions** | Changelog

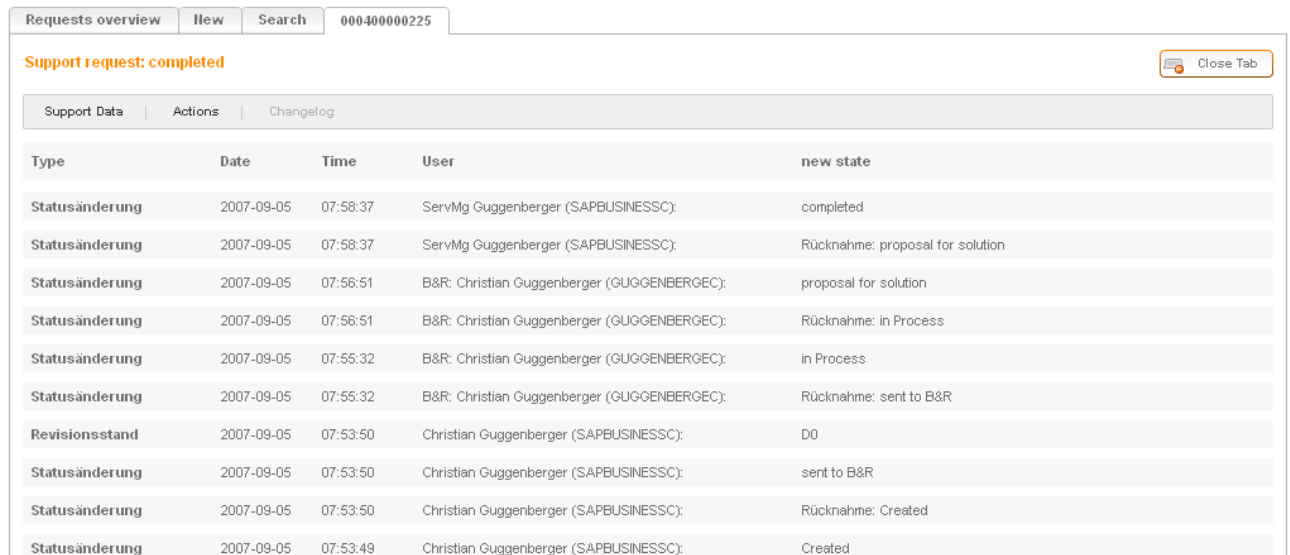
 Lösungsvorschlag erstellt      Lösungsvorschlag Daten auslesen      2007-09-05      07:56:51      (0 Documents)

\* Lösungsvorschlag \* erstellt durch: Christian Guggenberger \* erstellt am: 05.09.2007 \* Beschreibung des Lösungsvorschlags \* Sie möchten also Tasks von der Flash Karte wieder verwenden. Die \* Möglichkeit die es gibt wäre im Monitormode zu überprüfen welche \* Tasks sich auf der Karte befinden. Diese können dann mit dem PVI \* Transfer Tool hochgeladen werden. Die Tasks liegen dann allerdings \* als br Files vor (ohne Source Code - also nicht mehr veränderbar). \* Eine andere Möglichkeit gibt es nicht.

Figure 15: Display support request - Area "Actions" (for example request number 00040000225)



With the button  you can display the details of the action. Alternatively you can open the details of the action in a separate window with the button . By pushing the button  you can leave the window of the details again and you get back into the tab „Actions“. If you want to display changes in the state of the support request you can switch to the tab “Changelog”. In the changelog all changes in key fields and states will be logged for a support request with date, time, user and the new state.







| Type           | Date       | Time     | User  | new state                        |
|----------------|------------|----------|---|----------------------------------|
| Statusänderung | 2007-09-05 | 07:58:37 | ServMg Guggenberger (SAPBUSINESSSC):        | completed                        |
| Statusänderung | 2007-09-05 | 07:58:37 | ServMg Guggenberger (SAPBUSINESSSC):        | Rücknahme: proposal for solution |
| Statusänderung | 2007-09-05 | 07:56:51 | B&R: Christian Guggenberger (GUGGENBERGEC): | proposal for solution            |
| Statusänderung | 2007-09-05 | 07:56:51 | B&R: Christian Guggenberger (GUGGENBERGEC): | Rücknahme: in Process            |
| Statusänderung | 2007-09-05 | 07:55:32 | B&R: Christian Guggenberger (GUGGENBERGEC): | in Process                       |
| Statusänderung | 2007-09-05 | 07:55:32 | B&R: Christian Guggenberger (GUGGENBERGEC): | Rücknahme: sent to B&R           |
| Revisionsstand | 2007-09-05 | 07:53:50 | Christian Guggenberger (SAPBUSINESSSC):     | D0                               |
| Statusänderung | 2007-09-05 | 07:53:50 | Christian Guggenberger (SAPBUSINESSSC):     | sent to B&R                      |
| Statusänderung | 2007-09-05 | 07:53:50 | Christian Guggenberger (SAPBUSINESSSC):     | Rücknahme: Created               |
| Statusänderung | 2007-09-05 | 07:53:49 | Christian Guggenberger (SAPBUSINESSSC):     | Created                          |

Figure 16: Display support request - Area "Changelog" (for example request number 00040000225)

#### 4.2.4 Change a support request

Basically changing a support request depends on the state of it. As long as the support request has not been sent over to B&R, you can change it anytime. To change a created support request you have to display (open) the specific request(s) (e.g. Display a support request on page 15). You can only make changes in opened requests. Switch to the request’s tab and process your changes.

You can apply the changes by using the button . After that a confirmation window will be displayed which you can confirm with the button . If you don't want to save your changes push the button . If you confirm you get a information window afterwards of the successful change of the support request. You can confirm this window with the button  and you get back to the requests overview.

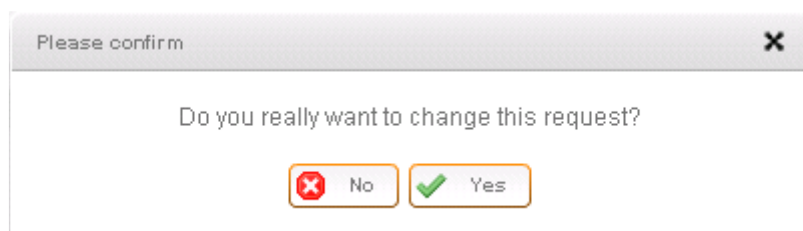


Figure 17: Change a support request confirmation window

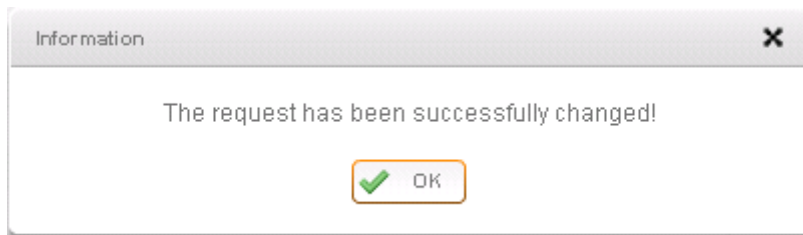

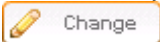



Figure 18: Change a support request information window

By pushing the button  in the tab of the changed support request you can close it again. Note, that if you process changes in the support request without saving the changes by using the button , your changes will not be saved and will not be applied when you close the tab of the support request.

#### 4.2.5 Add attachments to a support request

You can add any files to the support request (for example an error log). Add a file by using the button . Now you get to the windows screen to select a file. Search your specific file and confirm the screen with the button "Open".

File-Attachments will be displayed beneath the description and can be opened with a single click.

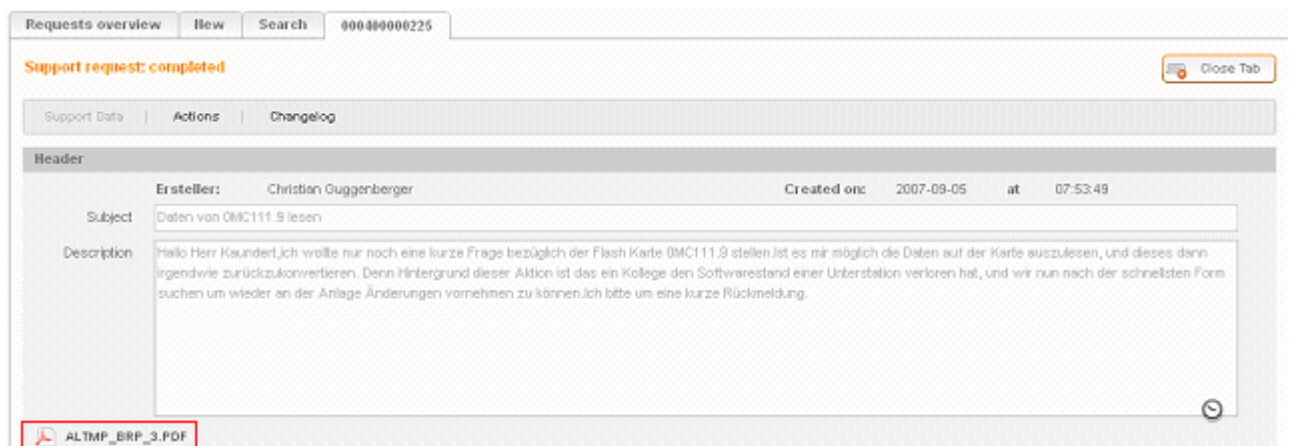

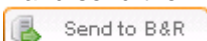





Figure 19: Support request with file-attachment

File-Attachments can be deleted again by pushing the icon . Note, that file-attachments cannot be deleted or changed any more when you create respectively change the support request.

#### 4.2.6 Send support request to B&R

When you completed your data for the support request you can send it directly to B&R. Alternatively you can open (e.g. Display a support request on page 15) support requests which were completed in the past but not sent to B&R and send them now. To send a support request to B&R using any described method push the button  in the support request's tab. Afterwards you can confirm the

confirmation window with the button  and the information window of the successful transfer of the support request to B&R with the button . If you send the support request directly to B&R after completing the input data, so without pushing the button , the support request is being created automatically in the background. Use this method when you are sure that your input data is complete and correct.

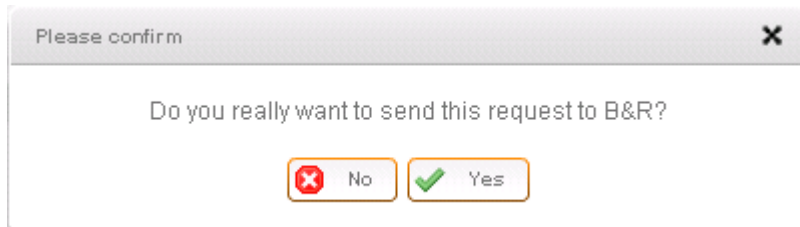


Figure 20: Send support request to B&R confirmation window

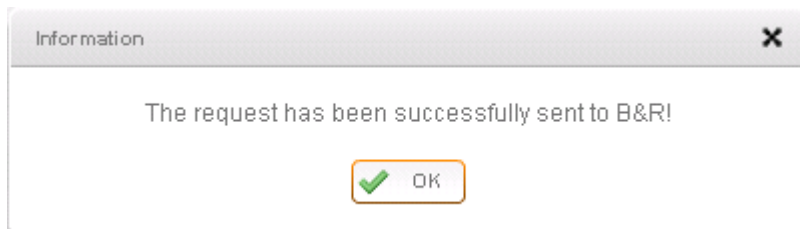




Figure 21: Send support request to B&R information window

After you confirmed the information window you get back to the requests overview. Now that the support request is sent to B&R, it is not changeable any more. What you can do, is adding additional information and file attachments to the support request (e.g. Add additional information to a sent support request on page 19).

#### 4.2.7 Add additional information to a sent support request

You can add only textual information to a sent support request by using the button  in the support request's tab. You get to the window "Additional data" where you can type in your text. In this window you also can upload file attachments for the support request with the button  (e.g. Add attachments to a support request on page 18).

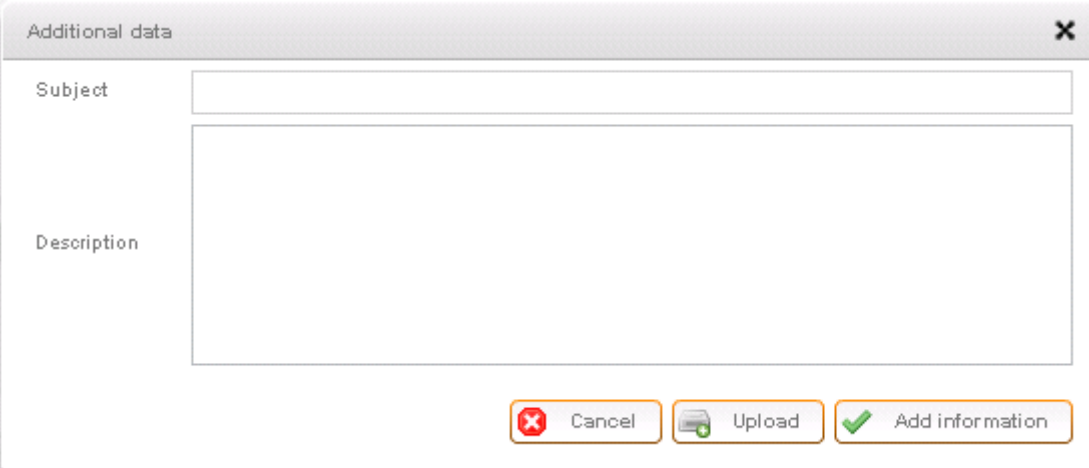





Figure 22: Add additional information

Enter an adequate subject for the additional information and enter the real additional information in the field description. The fields subject and description are required fields in this window. With pushing the button  you can save your data. After that you just have to confirm the information window with the button . If you do not want to send additional information to B&R just push the button  and you get back to the request.

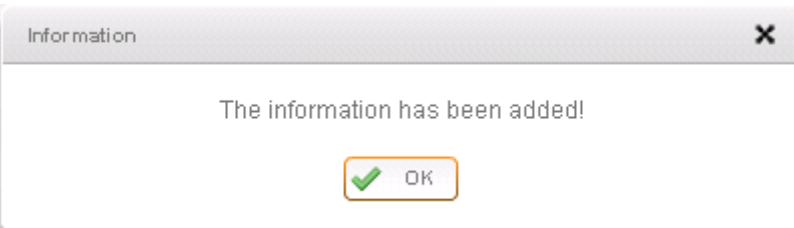

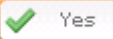



Figure 23: Add additional information information window

After you confirm the information window you get back to the requests overview and an external action is being created in the area "Actions".

#### 4.2.8 Cancel support request

You can cancel a support request at any state. The only exception is when a support request has the state "Completed". To cancel a support request display the specific request (e.g. Display a support request on page 15) and push the button  in the support request's tab. Confirm the confirmation window afterwards with the button  and the following information window with the button  to cancel the support request definitely. If you cancelled a support request unintentionally, it is not possible to recover it and you have to create the support request new.

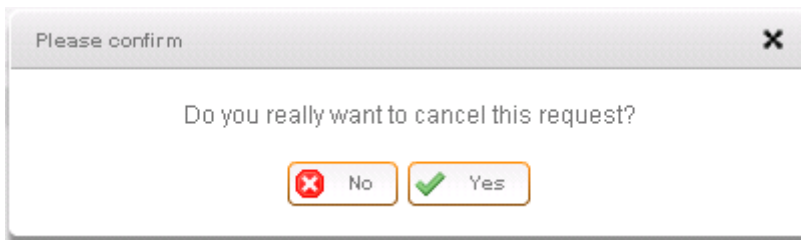


Figure 24: Cancel support request confirmation window

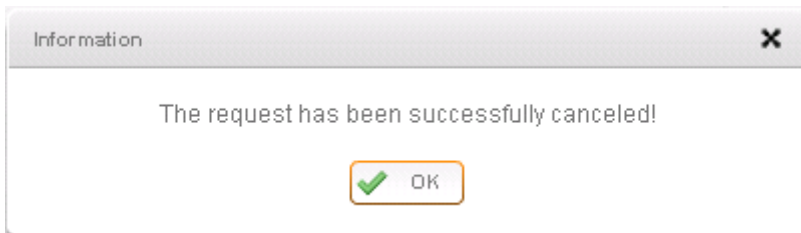


Figure 25: Cancel support request information window

#### 4.2.9 Search support request

For effective and targeted searching and displaying a support request you can use the search function on the support portal. Switch to the search bar where you can enter your specific selection criteria to search for a support request. The criteria include:

- Subject
- Hardware
- Category
- Material number
- Software
- Project
- Version Automation Studio
- Version Automation Runtime
- PVI Version
- APROL Version
- Created from to



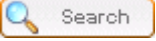

For more information about the specific fields see table 2 on page 13. Also in the search tab you can use the button  to select a software hierarchy (e.g. Select a software hierarchy on page 15). A drop-down-menu is provided for you for the fields “hardware”, “category” and “project” where you can select your specific search criteria. For the search of a specific date of a support request you can use the calendar function with the icon . Just click the icon and then the specific day you need. The system automatically writes the selected date into the field “Created from” respectively “Created to”. In text fields you can use wildcards, for example in the field subject you can enter the search term of \*break\*.


Figure 26: Tab "Search" for targeted search of requests

After you entered your specific search criteria you can start the search with the button  or reset your search criteria with the button . After you started the search, the results will be displayed in the lower area of the tab "Search". You can directly display a specific support request when you double click it in the search result list.

## 4.3 B&R support portal – State tracing of a support request

Changes in states have the effect, that requests will be transferred from one bar into another.

### 4.3.1 Support requests – Bar with state "Created"

In this bar all support requests will be listed which have the state "Created". Support requests get the state "Created" when you create a support request in the tab "New" with the button . Support requests with the state "Created" can only be transferred into state "Sent to B&R" by you.

For requests with the state "Created", you can:

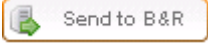
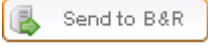
- Cancel
- Send to B&R
- Change
- Add file-attachments

| Created (1)    |  |            |                 |               |
|----------------|--|------------|-----------------|---------------|
| Request number | Subject  | Created on | Material number | Serial number |
| 000400000222   | 4PP220.0571-65 zeigt Streifenbildung an den Kanten von Objek | 2007-09-05 | 4PP220.0571-65  |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |
|                |  |            |                 |               |

|                    |
|--------------------|
| Sent to B&R (2)    |
| In Work (0)        |
| Call back (2)      |
| Solution found (2) |
| Completed (2)      |

Figure 27: Bar with state "Created"

### 4.3.2 Support requests – Bar with state "Sent to B&R"

In this bar all support requests will be listed, which have the state "Sent to B&R". Support requests get the state "Sent to B&R" when you created the support request in the tab "New" and sent it directly to B&R with the button  or displayed an earlier created support request with state "Created" and you pushed the button . Support requests with the state "Sent to B&R" can only be transferred into the state "In Work", "Call back" or "Solution found" by B&R.

For requests with the state "Sent to B&R", you can:

- Cancel
- Add additional information
- Add file-attachments to the additional information







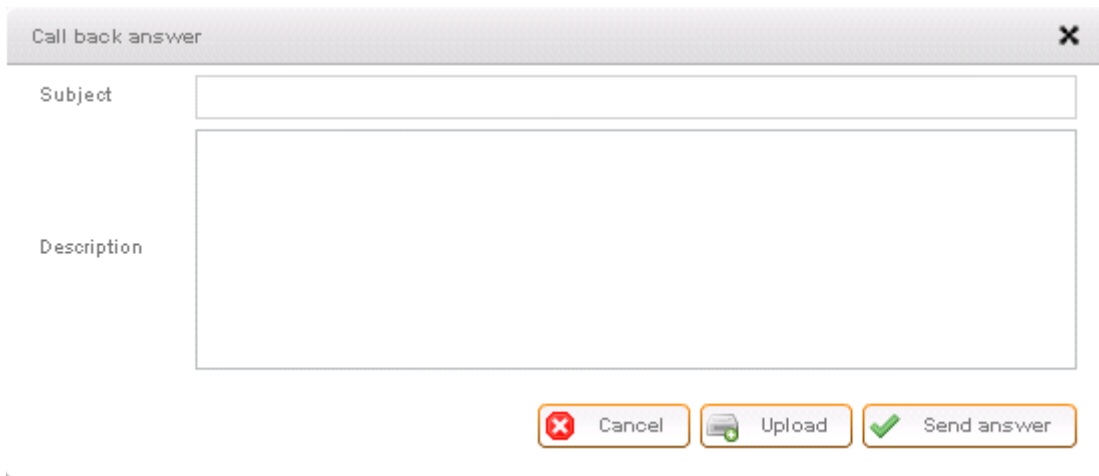
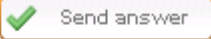
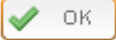
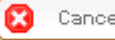



Figure 30: Call back answer

Enter an adequate subject for the answer to the call back and enter your answer text into the field description. The fields subject and description are required fields in this window. You can push the button  to save your input data. After that confirm the information window with the button . When you push the button  you get back to the support request if you do not want to send the answer to B&R. Here you also have the possibility to add file-attachments with the button  (e.g. Add attachments to a support request on page 18).

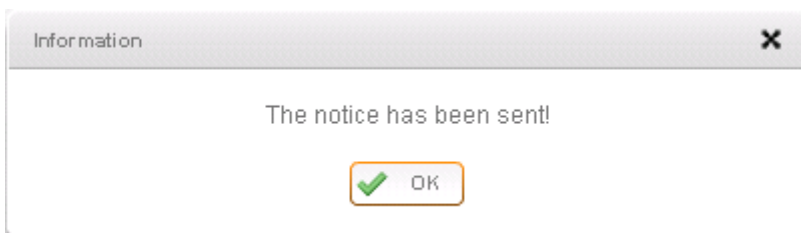


Figure 31: Call back answer information window







Dear Ladies and Gentlemen,

a question concerning support-notification 400000204 has occurred. You can access the notification directly with the link stated below.

<http://service.br-automation.com/supportPortal-dev/index.jsp?language=DE&supportRequestNumber=000400000204>

Best regards

Your

B&R - Supportteam

Please, note that this is an e-mail which is automatically generated by the system. Therefore, answering this e-mail with the reply function of your e-mail program is not possible.

**Figure 37: Automatically generated E-Mail-Notification**

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