

LogMateAMS™ - Application Note

Using LogMate as an Operator Alert System



Take a Load Off (Your Operators)

Add an "Alert System" and Remove Ineffective Alarms

Many alarms added to a control system are there simply to inform, to assure an operator that something that was supposed to happen - did. While this is good information to be aware of, an alarm is not the ideal tool to use.

Extra "information alarms" are still additional alarms and contribute to the problem of "too many alarms". On a case-by-case basis, they seem to serve a useful purpose. In an upset situation, they can cause clutter and confusion, perhaps causing an operator to miss important information hidden by unnecessary alarms.

Instead of adding another alarm to the system, consider an "alert". An alert uses the same activation logic as an alarm, but it does not display as an alarm. Essentially, an alert is an alarm configured in the DCS that is a low enough priority that it does not trigger a visible or audible change in the control room.

By not diverting the attention of the operator, you help them focus on more important issues yet still provide confirmation and additional information if needed. Using an alert informs the operator, without adding noise to the control room environment.

Triggering alerts is only part of the solution. You also need to provide some kind of alert screen or interface. The alert screen should not be invasive, but it should be easily accessible and intuitive.

Advantages

Eliminates disruptive "information alarms"

Improves information clarity during upset conditions

Ensures operators are aware of normal process changes without cluttering the main control interface

Clearly differentiates between what is normal and what is abnormal

LogMate as an "Alert System"

While a DCS provides excellent facilities for triggering alerts, displaying them can be a different story. Better alert system designs clearly separate alarms and alerts. On a DCS with a journal type alarm display, this can be difficult.

An ideal alert message display is clear and conspicuous during normal operations, but can be quickly moved from view and forgotten during upset conditions.

As a solution to the need to display alerts in a separate but accessible screen, LogMate can be easily configured to display alert messages in a web browser. LogMate displays messages in a familiar list-style format. Messages in the list can be colored, highlighted, sorted, and filtered for ideal "at-a-glance" viewing.

Implementing LogMate as your alert system means an operator can instantly view current alerts in an Internet Explorer® browser. A continuously updated list of alerts will scroll across the screen, keeping the operator aware without disturbing the main control interface.

STEP 1

Configure DCS to send alert category messages. This may mean classifying them as a very low priority or using a particular message class for alerts only.

STEP 2

Add a Criteria to LogMate to display only alert messages. This could be anything from identifying the message priority, i.e. "Priority is 5" to a word in the alert message, i.e. "Content contains alert".

STEP 3

Open Internet Explorer on the operator workstation, log in to LogMate, and select the alert Criteria to view alerts.

What Do I Need?

All you need is the basic LogMate package including Capture and netView. Alerts will be collected into a standard LogMate database, then displayed in netView after opening a browser and selecting to view alerts only.

Depending on your LogMate license, the alert screen can be viewed on multiple workstations. Different operators can even choose to see only alerts that apply to their areas of responsibility.

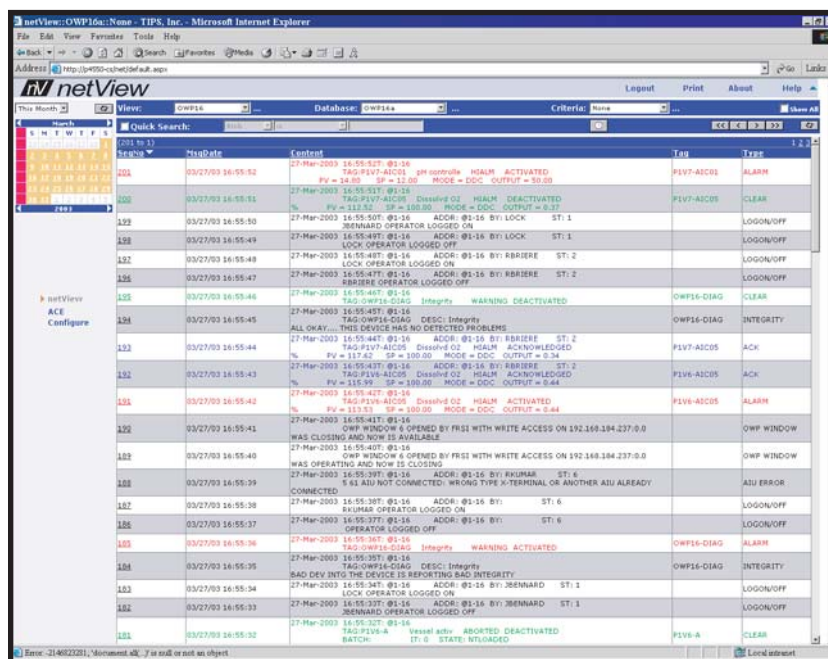
Contact Us Today!

We are happy to further discuss using LogMate as an alert system or helping you implement an alert system:

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ID	Date	Content	Type
1001	03/27/03 16:55:52	27-Mar-2003 16:55:52T: @1-16 TAG-P107-AC05 SH NORMAL H04M ACTIVATED PV = 14.80 SP = 12.00 MODE = DCC OUTPUT = 50.09	PIV7-AC05 ALARM
1002	03/27/03 16:55:51	27-Mar-2003 16:55:51T: @1-16 TAG-P107-AC05 Dissolved O2 H04M DEACTIVATED PV = 112.52 SP = 100.00 MODE = DCC OUTPUT = 0.37	PIV7-AC05 CLEAR
129	03/27/03 16:55:50	27-Mar-2003 16:55:50T: @1-16 ADDR: @1-16 BY: LOCK REBARNARD OPERATOR LOGGED ON	LOGON/OFF
128	03/27/03 16:55:49	27-Mar-2003 16:55:49T: @1-16 ADDR: @1-16 BY: LOCK LOCK OPERATOR LOGGED OFF	LOGON/OFF
127	03/27/03 16:55:48	27-Mar-2003 16:55:48T: @1-16 ADDR: @1-16 BY: REBARNARD REBARNARD OPERATOR LOGGED ON	LOGON/OFF
126	03/27/03 16:55:47	27-Mar-2003 16:55:47T: @1-16 ADDR: @1-16 BY: REBARNARD REBARNARD OPERATOR LOGGED OFF	LOGON/OFF
125	03/27/03 16:55:46	27-Mar-2003 16:55:46T: @1-16 TAG-OWP16-DIAG Integrity WARNING DEACTIVATED	OWP16-DIAG CLEAR
124	03/27/03 16:55:45	27-Mar-2003 16:55:45T: @1-16 TAG-OWP16-DIAG DESC: Integrity ALL OKAY... THIS DEVICE HAS NO DETECTED PROBLEMS	OWP16-DIAG INTEGRITY
123	03/27/03 16:55:44	27-Mar-2003 16:55:44T: @1-16 ADDR: @1-16 BY: REBARNARD TAG-P107-AC05 Dissolved O2 H04M ACKNOWLEDGED PV = 117.43 SP = 100.00 MODE = DCC OUTPUT = 0.34	PIV7-AC05 ACK
122	03/27/03 16:55:43	27-Mar-2003 16:55:43T: @1-16 ADDR: @1-16 BY: REBARNARD TAG-P107-AC05 Dissolved O2 H04M ACKNOWLEDGED PV = 115.99 SP = 100.00 MODE = DCC OUTPUT = 0.44	PIV7-AC05 ACK
121	03/27/03 16:55:42	27-Mar-2003 16:55:42T: @1-16 ADDR: @1-16 BY: REBARNARD TAG-P107-AC05 Dissolved O2 H04M ACTIVATED PV = 113.93 SP = 100.00 MODE = DCC OUTPUT = 0.44	PIV7-AC05 ALARM
120	03/27/03 16:55:41	27-Mar-2003 16:55:41T: @1-16 OWP WINDOW 6 OPENED BY FR51 WITH WRITE ACCESS ON 192.168.104.237:0/0 WAS CLOSING AND NOW IS AVAILABLE	OWP WINDOW
119	03/27/03 16:55:40	27-Mar-2003 16:55:39T: @1-16 OWP WINDOW 6 OPENED BY FR51 WITH WRITE ACCESS ON 192.168.104.237:0/0 WAS OPERATING AND NOW IS CLOSING	OWP WINDOW
118	03/27/03 16:55:39	27-Mar-2003 16:55:39T: @1-16 ADDR: @1-16 BY: KUMAR 5.61 ASU NOT CONNECTED, WRONG TYPE X-TERMINAL OR ANOTHER ASU ALREADY CONNECTED	ASU ERROR
117	03/27/03 16:55:38	27-Mar-2003 16:55:38T: @1-16 ADDR: @1-16 BY: KUMAR OPERATOR LOGGED ON	LOGON/OFF
116	03/27/03 16:55:37	27-Mar-2003 16:55:37T: @1-16 ADDR: @1-16 BY: OPERATOR OPERATOR LOGGED OFF	LOGON/OFF
115	03/27/03 16:55:36	27-Mar-2003 16:55:36T: @1-16 TAG-OWP16-DIAG Integrity WARNING ACTIVATED	OWP16-DIAG ALARM
114	03/27/03 16:55:35	27-Mar-2003 16:55:35T: @1-16 TAG-OWP16-DIAG DESC: Integrity BAD DEV INTO THE DEVICE IS REPORTING BAD INTEGRITY	OWP16-DIAG INTEGRITY
113	03/27/03 16:55:34	27-Mar-2003 16:55:34T: @1-16 ADDR: @1-16 BY: REBARNARD LOCK OPERATOR LOGGED ON	LOGON/OFF
112	03/27/03 16:55:33	27-Mar-2003 16:55:33T: @1-16 ADDR: @1-16 BY: REBARNARD REBARNARD OPERATOR LOGGED OFF	LOGON/OFF
111	03/27/03 16:55:32	27-Mar-2003 16:55:32T: @1-16 TAG-P107-A Vessel active ABORTED DEACTIVATED BATCH IT: 0 STATE: NTLOADED	PIV7-A CLEAR