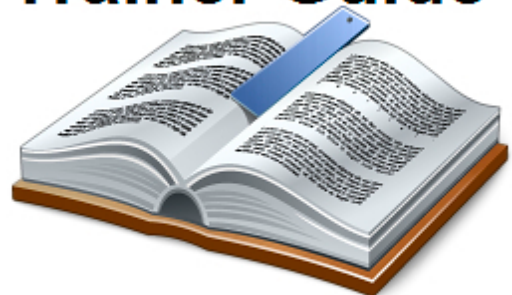


Engineering Camp Main Trainer Guide

V1.24

Trainer Guide



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1 Revision History

Description	Date
Transfer to SMC3	17.01.2012
Added section "Partners and customers"	16.01.2015
Added note about "BuR Library Design guidelines"	07.04.2015
Update about mapp, organization, labworks	26.06.2015
Added mapp training in schedule, updated GMC training	05.08.2015

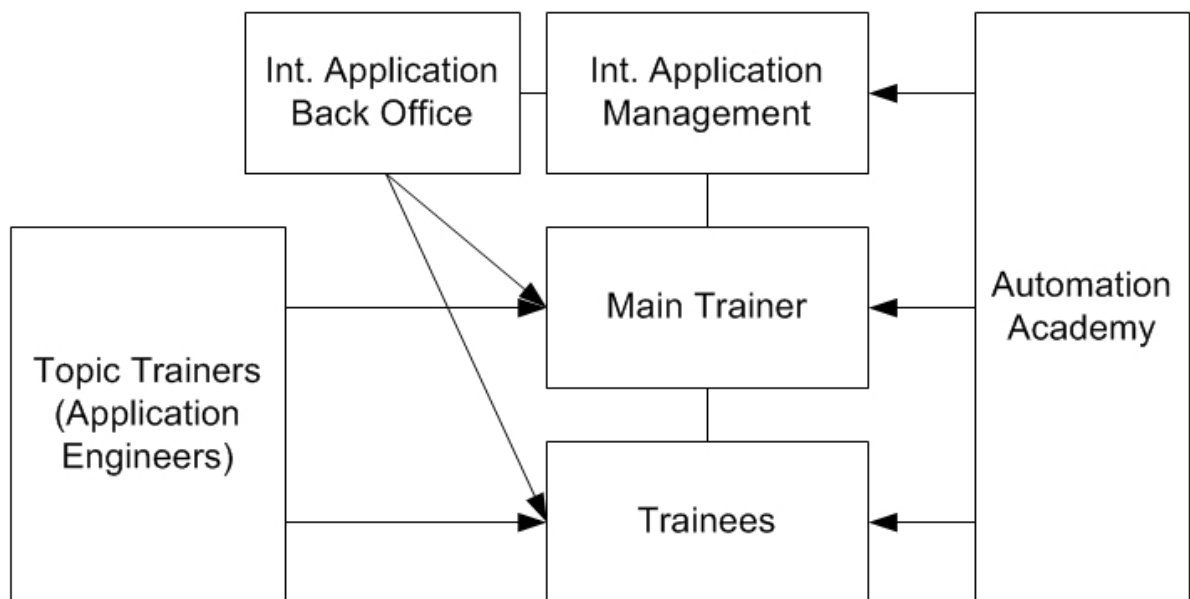
2 Overview

Basically an Engineering Camp is a B&R internal training institution for educating “new” engineers in the area of Application and Support. It is hosted by a so called Main Trainer, who is leading a “temporary” E-Camp department during the training period. He is supported by topic trainers, who are doing dedicated technical trainings, which can be seen as refreshment for the trainees.

Engineering Camps (E-Camps) deliver an added value in terms of delivering on the point information to the attendees to have them available as fast as possible for real customer interaction.

More detailed information on the E-Camp can be found in the according Powerpoint presentation.

The E-Camp is embedded into the existing training and application structure at B&R. The operational structure of an Engineering Camp looks like:

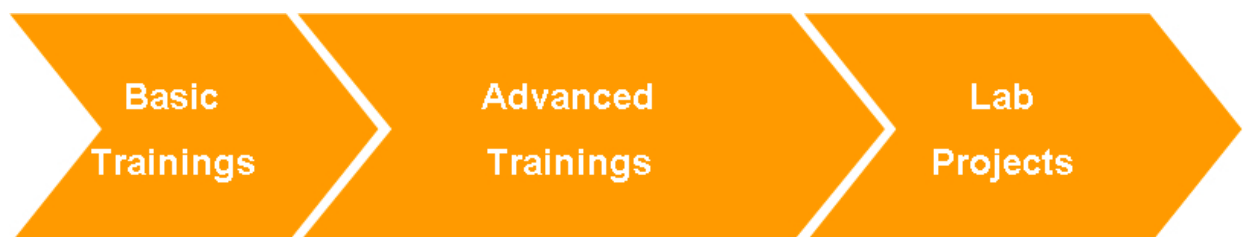


Basically this graph shows, that for general organizational issues around the E-Camp the Int. Application Backoffice is taking care, whereas for strategic and operational issues Int. Application Management and Automation Academy are responsible. The Main Trainer is the main contact person for the trainees, but also has additional responsibilities already starting in the preparation phase of an Engineering Camp and finishing with the E-Camp review tasks.

Int. Application Back Office will also take care on organizational issues for the Main Trainer (e.g. accommodation if needed).

The Main Trainer will also be included in a mailing list. All Main Trainers will be updated about important changes regarding the E-Camp each quarter of the year.

An E-Camp consists of basically three different phases.



3 Preparation Work - Before the E-Camp starts

BACKOFFICE (INFORMATIVE FOR MAINTRAINER):

- Attendee registration:
Initially the local order request has to be sent to .office.application@br-automation.com using the "Engineering Camp Registration File". B&R Austria will confirm possible Engineering Camp attendance by mail. Additionally a SAP order confirmation using below mentioned material number will be created by B&R Austria or the B&R subsidiary for B&R internal participants from other offices, for partners and for customers. For that the Backoffice will send a trainee list to "Grp B&R AT Eggelsberg Scheduling" with the trainee names and a simple note if invoice is necessary or not (for austrian trainees not invoice is necessary). This group will return the SAP booking numbers for the single persons.

Material number	Description
SEMECINT.AT-ENG*	Shall be used for B&R internal and B&R sales partner participants
SEMECCUST.AT-ENG*	Shall be used for customer participants

SAP model numbers

* includes accommodation in one of our standard apartment houses, local transportation as part of the car sharing program, lunch subsidy in the "Orangerie", trainer and training manuals. It is valid for a single participant per E-Camp.

- Within the last two weeks before the E-Camp starts the Int. Applications Backoffice sends an invitation e-mail to the attendees. This welcome mail includes some information about the start time, the E-Camp invitation letter and an attendee list. Also the Main Trainer gets a copy of this mail.
- Furthermore all future B&R employees of this group get a separate mail where all important B&R databases are attached. (CC again to Main Trainer)
- As soon as the attendee list is complete the Backoffice will forward it to the IT department that they can check if the hardware for the trainees is ready.
- Orange bag as welcome present:
Every attendee gets a welcome bag including some information about B&R but also organizational issues about the Engineering Camp, called "E-Camp Info Folder". It also clarifies entrance rights and lunch issues for the attendees. The orange bags will be placed at the Hotel(s) from the new trainees (if possible).
Every Main Trainer can ask the Backoffice team for latest version of this folder.
- The orange access keys will be organized by the Int. Application Backoffice.
- The Int. Applications Backoffice will prepare some ring binders and all training manuals which are used during the standard B&R basic trainings. Please talk to them about the current status of these training manuals.
- Moreover the Backoffice will enter the names of the attendees in the E-Camp Support portal.
The Backoffice will order for the first day coffee and drinks from the kitchen.
During the first week the Backoffice will book a photo shooting for the E-Camp. Depending on the amount of trainees 1 - 2 cars will be booked for the attendees.

Organization	Lunch	Access
B&R	Subsidy	Department specific + temporary access to open plan office (B&R Austria)
Partners	Subsidy	E-Camp access (see E-Camp information folder)
Customers	Subsidy	No access

Access rights

The Main Trainer will get in touch with this phase starting around 4 weeks before the E-Camp really starts. The responsibilities are:

- Review the HW check file located at, to check whether your training HW works or not.
http://brateggesub1/ECAMP_CONFIDENTIAL/
- Get yourself familiar with the training; check E-Camp directory:
<http://brateggesub1/ECAMP/>
- Get yourself familiar with the E-Camp training process (directory structure, ...)
- The Maintrainer is responsible to create together with the Int. App. Back office the E-Camp schedule according to the training content (see chapter *Training Time and Content*). The invitations will be sent by the Backoffice. Make sure, that you are at least in CC for the different topics invitations.
- To find topic trainers for the advanced trainings there is a list existing which you can get from the Int. App. Management.
- You will get the preliminary list of attendees from the Back Office two weeks and one week towards the E-Camp start
- Synchronize yourself with the persons supporting you during the welcome day (check with Back Office in Automation Academy calendar)
- The Maintrainer is responsible for spare time activities. He should know what can be done around the E-camp location, organize trips and spend also some time on the weekends with the trainees.
- Check if the training invitations are according to the schedule and look if all Topic Trainers have been invited using the Automation Academy Calendar AND also accepted (together with Back office).
- Prepare an introduction PowerPoint for the trainees (use the **ECamp Presentation**). This PowerPoint is used during the Welcome Day.
- For the Maintrainer it is mandatory to know the concept of mapp technology. The trainees have to be able to setup new applications based on mapp technology. mapp technology is the first choice for new machine developments. Therefore it is very important that the Maintrainer is dealing with mapp **before** the E-camp starts. The necessary support is coming from the International Application.

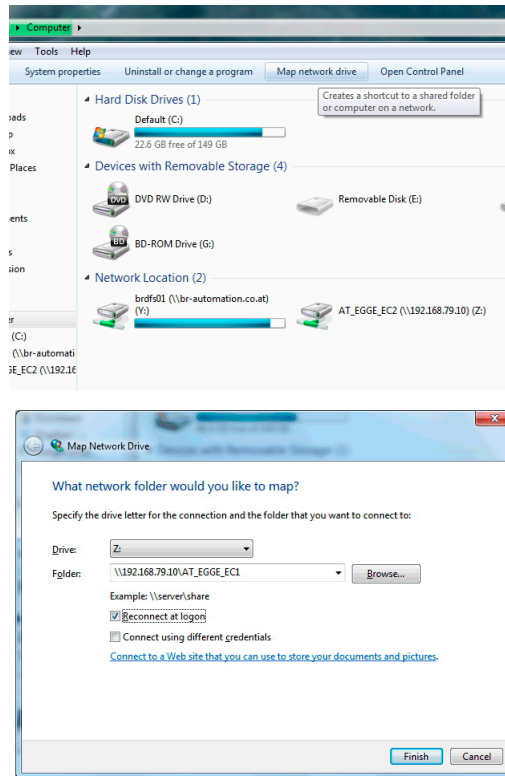


It is recommended that the Main Trainers executes around 50% of the trainings.

Topic Trainers cover the rest. They also bring different points of view to the attendees.

- Search for Lab Project Evaluators (these are experienced application engineers who check the quality of the projects done). This job is typically done by Int. Application Management.
- At least be at the E-Camp location 1 week towards the start of the camp, to also get yourself familiar with the training rooms, training hardware and all involved people.
- The E-Camp starts the first day with the welcome. Attendees get some general information about B&R, including a company presentation and tour. Also the Main Trainer introduction Power Point is part of this event. The Main Trainer should pick up the attendees from the hotels. The Welcome day starts at 8.30 am.
- The Main Trainer has to create the E-Camp session specific directory. Directory creation is described at [..Location\zTemplate](#) in the E-Camp main directory. In this directory there is a file named "StartMe" which has to be executed. Following the instructions of the file a new E-Camp specific folder will be created.
- The E-Camp training schedule should be printed and put onto to E-Camp room door. It is important that trainees can always review it.
- The Main Trainer and the Backoffice have to organize an appointment for a picture session
- Picture list has to be put on the E-Camp room door

- IT setup & introduction has to be organized between Main Trainer and BackOffice
- For the storage of E-Camp specific information and documents there is a Server with the IP address 192.168.79.10. On this Server there are two different subfolders called AT_EGGE_EC1 and AT_EGGE_EC2. You need to map a network drive called Z: as shown in the following picture:



- For this server you will get usernames and passwords from the Int. Application Management for all trainees and also for the trainer(s). The trainer passwords can be forwarded to the topic trainers if necessary.
- For each E-Camp a folder has to be created on the server, the folder has to be deleted after the E-Camp has ended. Photos and other documents which should be kept can be moved to the "Location" folder.
- During the E-Camp the Maintrainer should take care about the teambuilding. As the trainees will spend a lot of time together a good working atmosphere is mandatory to complete successful. Organizing events together with the group or for the group is recommended.
- All presentations and demos should be done from the PC on the frontdesk (theory room), making the display independent of the trainer's laptop.

4 Welcome day

New E-Camp Team: Welcome at the very first day

Zeit	Dauer	Issue	Subtitle	Description
08:30 - 08:45	15 Min	Welcome		
			Very short intro of everybody	Name, Country... (Name tags prepared by Back office)
08:45 - 09:15	30 Min	Company Intro	Power Point	
			Movie of applications	
			Company movie	
09:15 - 10:15	60 Min	Introduction	Prepare for introduction	10 min (prepare presentation cards with below data and put them on the pin-board)
			Introduction (I am):	Name
				Nickname
				Country
				Background
				Personal description
				Expect what? (B&R, E-Camp...)
			Remember names	Ball game (2 runs: I am; You are)
10:15 - 10:35	20 Min	Break		
10:35 - 11:00	25 Min	Organization	Written information	
			Paperwork (driver license)	
11:00 - 11:30	30 Min	Start Company Tour	Start main buildings and laundry room	
11:30 - 12:15	45 Min	Lunch	Orangerie	
12:15 - 13:00	45 Min	Continuing Company Tour	Production	
			Break options / coffee machines	
13:00 - 13:05	5 Min	Names	Ball game	
13:05 - 13:30	25 Min	Intro E-Camp next days schedule		Done by the Main Trainer
13:30 - 14:30	60 Min	Rules for the group (preparation and discussion)		Rules and hints for responsibilities (events, windows, IT) and Logo
14:30 - 14:45	15 Min	Break		
15:00 - 16:30		IT		laptop/network setup
16:30		End of today welcome		

Start Up

During the welcome day the Maintrainer will not be alone. There is a trainer list existing (ask Int. App. Management for it) where possible supporters for the organizational and technical issues for the welcome day are mentioned. In the afternoon the IT department will come to the E-camp to do the following things:

- **Hardware:** All ordered hardware from the key accounts (which the trainees didn't receive yet) will be forwarded to them.
- **Tools:** The IT will check with all trainees if they are able to log in SAP, Lotus Notes and on the B&R website
- **WLAN:** All B&R employees will get access to the trusted WLAN group to be able to access the B&R network, the others will get a username and password for the guest WLAN for internet access.
- **E-Camp Server:** For all laptops the connection to the network drive (192.168.79.10\AT_EG-GE_EC1/2) will be established to get access to the common E-Camp server.

5 Basic Trainings - First E-Camp Phases

- The E-Camp starts with the welcome day as described in the last chapter. The second day morning open points from the IT should be solved (missing hardware, access rights, ...) and after that the Main Trainer (and possibly a colleague from the trainer list) will introduce the trainees to the B&R tools and communication rules.
- Please ask the trainees at the very beginning for their shoe sizes and their t-shirt sizes. Then report this to the Int. Application Backoffice, they will order slippers for the attendees. Furthermore they will order special B&R E-Camp T-Shirts which they will get at the End of the Engineering Camp.
- The basic trainings of the camp represent the basement of the increase in knowledge for the attendees. Therefore it is obvious that those have to be done by the Main Trainer completely.
- The basic trainings are done using our TMxxx modules. The detailed training days of an Engineering Camp can be found in the general training plan table.
- The basic trainings are based on the Automation Academy documents which can be found here: <http://brateggesub1/ACADEMY/>
- Additionally to that the Main Trainer has to enable the trainees to fill out the questionnaire electronically after a training session has been completed. The Main Trainer will be in the position to evaluate the feedback of the trainees automatically and report to Int. Application Management, every 2 weeks. Anyhow, these feedbacks are also important during the Advanced Training phase.
- In case there is a lack of information on trainee side, strategies to compensate the lack should be discussed with the Int. Application Management.
- The Main Trainer is allowed to e.g. assign "homeworks", or plan extra hours with the attendees to bring the important and necessary knowledge close to them.
- At the end of the basic trainings a so called "milestone-event" must be organized. In case you would like to organize a sports-event or dinner you can contact the Int. Application Backoffice. Together with the Maintrainer 2 - 3 of the International Application (Office, Management, Topic Trainers) should join the event.
- When explaining the trainees how to build there own library show them the "BuR Library Design Guidelines" document which can be found here:
<http://brateggesub1.br-automation.co.at/ECAMP/20.%20Training%20Topics/00.%20Controls/00.%20Control%20Training%20Basic/>

6 Advanced Trainings - E-Camp Hot Phase

- The advanced trainings strengthen the detailed knowledge on B&R products. The topics to be trained can be found here:
<http://brateggesub1/ECAMP/>
- Additionally to technical trainings Soft Skill trainings are scheduled, to extend trainees skills for future requirements.
- Still the Main Trainer has to collect the individual training feedbacks and report them every two weeks (see chapter Basic Trainings)
- At the end of the advanced trainings a so called “milestone-event” must be organized. In case you would like to organize a sports-event or dinner you can contact the Int. Application Backoffice. Together with the Maintrainer 2 - 3 of the International Application (Office, Management, Topic Trainers) should join the event.

7 Labworks - Hottest Phase and Closing

- Every attendee has to do 5 labworks, each 6 days net time to program. The labworks are based on a clear and defined specification which can be found here:
http://brateggesub1/ECAMP_CONFIDENTIAL/10. Lab Projects/
- After each 6 days, the labwork(s) are evaluated according a structured feedback sheet. The Evaluation master data file can be found here:
http://brateggesub1/ECAMP_CONFIDENTIAL/10. Lab Projects/60. Schedule & Evaluation/
- The evaluation file has to be copied into the "...\\Location\\Eggelsberg\\YYYY_MM_DD\\03_Projects\\01_Lab Projects\\02_Evaluation" directory and renamed according the attendee names. Thus for each attendee one *.xls file will exist.
- The labwork schedule has to be planned by the Main Trainer before the labworks start. An instruction how to plan it properly in order to also create the feedback papers as fast as possible can be found at ...
- The trainees are not allowed to stay later then 10 pm and they are not allowed to stay alone in the labwork room. Working on saturday is allowed until 2 pm and sunday is reserved for resting.
http://brateggesub1/ECAMP_CONFIDENTIAL/10. Lab Projects/60. Schedule & Evaluation/
- During the Labworks trainees are allowed to communicate to all B&R internal support possibilities they would also use later on in real life. But it is important that no solutions or code is allowed to be shared. They should find the way themselves.
- The Main Trainer can also support the trainees during the Labwork phase.
- A labwork specification basically consists of a standard part and an add on specification. The add on specification is **only** shared to a trainee if the Main Trainer tests the basic functionality successfully.
- Between the second and the third labwork the Maintrainer should organize a meeting with the managers of BUASW (contact person is Egermeier Hans) to make an AS Review (see chapter Automation Studio Review).
- During the labwork phase the Main Trainer has to already plan the feedback day. This means that together with the Back Office, he has to invite responsible International Sales Managers belonging to the trainee and plan 30 minutes feedback session per trainee. Two feedbacks can run in parallel because of Int. Application Management. The Main Trainer can choose which feedback session he will participate.
- For each attendee a statistics paper has to exist (see OverallStatisticsFinal) XLS, how to create it. This statistics has to be used during the each 30 minutes feedback session.
- After finishing the final feedbacks the statistics paper of each attendee will be sent to the responsible ISM and to the trainee's future boss by the Int. Applications Backoffice. Therefore the papers have to be put in the according results folder of the current E-Camp **in PDF format!**
- Additionally the Back office will arrange a final event to give the trainees their certification and to congratulate them. The Main Trainer has to prepare an E-Camp review presentation (max. 15 minutes) for the "Official Finals". Mr. Peter Gucher and Mr. Franz Enhuber and the Int. Application Management have to be invited to this event latest when the labwork period starts. Mr. Gucher and Mr. Enhuber will give a little speech to the E-Camp graduates.
- A final celebration event (lunch, or dinner) is taking place on the last E-Camp day. Please coordinate with Int. Application Back Office. Together with the Maintrainer 2 - 3 of the International Application (Office, Management, Topic Trainers) should join the event.
- The E-Camp rooms have to be left in a situation as found at the beginning. The Main Trainer is responsible to enable the participants to "clean" the rooms.

8 Training Time and Content

Topic	Objectives	Days	Content
Welcome to the E-Camp	<ul style="list-style-type: none"> • get to know each other • handling of organizational issues (access, ...) 	1	<ul style="list-style-type: none"> • Welcome Day schedule in this document
B&R Tools Introduction	<ul style="list-style-type: none"> • Introduction SAP, Lotus Notes, Communication rules • B&R Website, Youtube Channel, ... 	0,75	<ul style="list-style-type: none"> • see topic Trainer
Control Training Basic	<ul style="list-style-type: none"> • Operating Automation Studio and using the integrated help system • Overview of included programming languages • Getting to know Automation Runtime functions • Overview of the diagnostic functions in Automation Studio and how they can be used to localize errors • Dynamic I/O handling 	6	<ul style="list-style-type: none"> • TM210 - The Basics of Automation Studio • TM211 - Automation Studio Online Communication • TM213 - Automation Runtime • TM223 - Automation Studio Diagnostics • TM230 - Structured Software Generation • TM240 - Ladder Diagram (LD) • TM246 - Structured Text (ST) • TM250 - Memory Management and Data Storage • BuR Library Design Guidelines • TM299a - Advanced I/O • C language introduction
Structured Software Development	<ul style="list-style-type: none"> • Real life project structure 	1	<ul style="list-style-type: none"> • Project guidelines (documentation, sources, ...) • Source code structure (CASE vs. IF, ...) • Create sample projects • Intensify programming skills
Visualization Training Basic	<ul style="list-style-type: none"> • Creating a visualization application using Automation Studio • Preparing the visualization system for international use with language and unit switching • Remote maintenance as an integral component of the visualization system based on VNC technology • Understanding the aspects of designing a visualization application • Use of the Visual Components alarm and trend system • Integrating diagnostics options based on the System Diagnostic Manager • Using the extended configuration functions provided by the programming interface to the visualization system 	4	<ul style="list-style-type: none"> • TM600 - The Basics of Visualization • TM610 - ASiV Basis • TM630 - Visualization Programming Guide • TM640 - ASiV Alarms, Trends and Diagnostics • TM670 - ASiV Advanced
Motion Training Basic	<ul style="list-style-type: none"> • Understanding the components of a mechatronic drive solution • Configuring B&R drive solutions in Automation Studio • Working with the testing environment for commissioning drives (ACOPUS) and applications of diagnostics tools • Using the basic functions for operating ACOPUS drives in the control program (PLCopen motion control) • Developing strategies for processing positioning tasks in a structured form 	6	<ul style="list-style-type: none"> • TM400 - The Basics of Motion Control • TM410 - The Basics of ASiM • TM440 - ASiM Basic Functions • TM441 - Multi-Axis Functions • TM445 - ACOPUS ACP10 Software • TM450 - ACOPUS Control Concept and Adjustment
mapp Technology	<ul style="list-style-type: none"> • Introduction to mapp functions • Must be used for all trainings 	1,5	<ul style="list-style-type: none"> • Concept • Alarm & error handling • Data & Statistic handling
Advanced Motor Setup	<ul style="list-style-type: none"> • introduction to motors and learn the necessary parameters to configure motors. • commissioning of Non-B&R Motors. 	3	<ul style="list-style-type: none"> • TM499a - Advanced Motor Setup
Project Management	<ul style="list-style-type: none"> • Understanding the role of the application engineer • Efficient management of application projects over the project lifecycle 	2	<ul style="list-style-type: none"> • see topic trainer • TM199a - Project Management
Advanced Application Debugging	<ul style="list-style-type: none"> • Advanced handling of Automation Studio debugging functions 	1	<ul style="list-style-type: none"> • TM299c - Advanced Application Debugging
Closed Loop Control	<ul style="list-style-type: none"> • Automation Studio control libraries 	3	<ul style="list-style-type: none"> • see topic trainer
File / Data Handling	<ul style="list-style-type: none"> • Advanced file handling • Multiple PLC communication 	3	<ul style="list-style-type: none"> • TM299b - File & Data Handling
Advanced Visualization Design	<ul style="list-style-type: none"> • Improved knowledge of visualization possibilities and features 	2	<ul style="list-style-type: none"> • TM699a - Advanced Visualization Design
Working Safety	<ul style="list-style-type: none"> • Prevention of accidents 	0,25	<ul style="list-style-type: none"> • see topic trainer
Communication & Rhetoric & Presentation Technique	<ul style="list-style-type: none"> • Improving presentation skills 	1,5	<ul style="list-style-type: none"> • see topic trainer
Car Wash Plant	<ul style="list-style-type: none"> • Applying theoretical knowledge received up to now 	4	<ul style="list-style-type: none"> • see topic trainer

Topic	Objectives	Days	Content
Support Processes @ B&R	<ul style="list-style-type: none"> Understand the B&R support 	1,5	<ul style="list-style-type: none"> see topic trainer
Advanced Motion Functions	<ul style="list-style-type: none"> High performance multiaxis positioning SPT: High performance logics and evaluation Multiaxis Engineering: Approach to complex multiaxis requirements 	4	<ul style="list-style-type: none"> TM499c - Advanced Motion Functions
POWERLINK	<ul style="list-style-type: none"> Basic and expert knowledge about POWER-LINK Configuration and Diagnostic 	1,5	<ul style="list-style-type: none"> TM950 - POEWRLINK Configuration and Diagnostic
Generic Motion Control	<ul style="list-style-type: none"> Stepper motors (incl. SDC) CNC Robotics 	6	<ul style="list-style-type: none"> TM499b - Stepper Motors TM1110 TM 1111 Interpreter, Path planning, Coord systems, CDC
Assessment Papers	<ul style="list-style-type: none"> Cyclic knowledge assessment (control + motion) 	0,5	<ul style="list-style-type: none"> see E-Camp Confidential repository
Exercise Day	<ul style="list-style-type: none"> Intensify programming skills 	3	<ul style="list-style-type: none"> see 30. Sample Project
Lab Projects	<ul style="list-style-type: none"> "Real" customer projects 	30	<ul style="list-style-type: none"> see E-Camp Confidential repository
Graduation	<ul style="list-style-type: none"> Review Feedback 	1	<ul style="list-style-type: none"> see E-Camp Confidential repository (attendee statistics)
Total		87	

9 E-Camp Directories

E-Camp Common Directory

In the E-Camp Directory <http://brateggesub1/ECAMP/> you can find all required training modules, trainer guides, sample projects and additional documents for the trainings. If there is no material existing or material is provided by the automation academy, this information is located in a readme file.

Folder	Content
00. Welcome	<ul style="list-style-type: none">Global informations
10. Main Trainer	<ul style="list-style-type: none">Main Trainer GuideTemplates for presentations & feedbacks
20. Training Topics	<ul style="list-style-type: none">Materials for trainings not covered by Automation Academy
30. Sample Project	<ul style="list-style-type: none">Sample projects for trainings days for further practice of skills
80. Organizational	<ul style="list-style-type: none">Organizational documents
99. Tools	<ul style="list-style-type: none">Required / additional tools for the trainings

E-Camp Confidential Directory

In the E-Camp Confidential Directory http://brateggesub1/ECAMP_CONFIDENTIAL/ you can find the specifications for the Lab Projects and organizational information only for the main trainer.

Folder	Content
00. Welcome	<ul style="list-style-type: none">Global informations
10. Lab Projects	<ul style="list-style-type: none">Specifications for the Lab ProjectsSchedule & Evaluation files
20. Training Hardware	<ul style="list-style-type: none">Information on hardware in E-Camp
30. Assessment Papers	<ul style="list-style-type: none">Assessment papers

10 General Training Specific Topics

It is suggested that different people in the E-Camp incorporate different roles. Therefore trainees should be made responsible for e.g. IT stuff, leisure time activities, office materials, B&R hardware,

The Main Trainer can freely decide how to organize these things.

During the Welcome Day, some E-Camp rules have to be defined, which the whole team has to follow. These rules could include issues like start – end time of the trainings,

11 Partners and Customers

Laptop

Partners and customers should not use their own notebooks for the trainings. B&R is providing notebooks. The Maintrainer can get the notebooks from the International Application backoffice. The following steps have to be done with this notebooks:

- 1 Connect the notebook to the network plug in the Maintrainer office.



- 2 Call the IT (555) and ask them to start setting up a ECAMP notebook.
- 3 Follow the instructions of the IT.
- 4 The installation of the Software required for the Ecamp will be done automatically within this process.

The B&R notebooks have to stay in the office.

12 Automation Studio Review

Every Engineering Camp has to organize a meeting to present their impressions and feedback of working with Automation Studio to the BU Managers.

Therefore the Main Trainer must get in contact with the BU Automation Software Manager, Mr. Hans Egermeier to organize a date for the meeting.

The EC group must create a Power Point presentation. For the basis of this presentation, the PPT – Template “AS Review for EC.pptx” should be used.

Basically the presentation is split up into three main parts:

- 1 Usability of Automation Studio
- 2 Bugs in Automation Studio
- 3 Positive Feedback

Every bug which is presented should include the ticket number. The ticket must be created via the support portal on the B&R homepage.

It's necessary, that the trainees are collecting and documenting usability topics and bugs of Automation Studio during the whole Engineering Camp. For documenting bugs it's very important to record some videos. These videos are the best way to show the bugs to the BU Managers during the presentation. For recording the videos, the freeware tool CamStudio can be used.

In case any problems or noticeable facts can be reproduced, it is also suitable to arrange a live presentation of these issues. The meeting should be planned between the second and the third labwork. Because in this phase they have enough experience of working with Automation Studio.

For the whole meeting the main trainer should plan around 1 hour to 1.5 hours.

13 Support Portal

If the trainees find some issues or bugs during the Engineering Camp they have to create a support ticket. Therefore every trainee gets an account for the Support Portal on the B&R homepage. To create the account for each trainee the secretary of the international application will assist you. In general you need to be logged in with the administration account on the B&R homepage and then all needed rights are unlocked. In the option "Manage Users" the name and the e-mail address need to be inserted. Overall up to 25 users can be configured.

The main trainer needs to trigger the trainees to use the support portal on a weekly base. A review of the week should be done, to check if the trainees found some bugs in Automation Studio or any other B&R related component. The trainees are not allowed to create a support ticket without the permission of the main trainer until the lab work phase starts. During the lab works they are allowed to create a ticket by their own.

The support portal on the homepage can also be used as a knowledge database. The whole ticket history is visible for the trainees. That means they can check which bugs are already reported. After the Engineering Camp the account of the users will be reset.

The support portal should be introduced on the second day before the control basic training starts. The trainees should log on with username and password which they get from the maintrainer. The password should NOT be changed. On the B&R homepage there is a document available of how to use the support portal. The main trainer should use this documentation during the introduction on the second day.

Additionally, the created ticket number must be used during the Automation Studio Review presentation. Every bug which is presented must have a ticket number.

The screenshot shows the 'Manage Users' page in the Support Portal. The sidebar on the left contains a 'Service' menu with options like 'MyPortal', 'Modify User Data', 'Manage Users' (highlighted), 'Change Password', 'Product Change Information', 'Logout', 'Support Portal', 'Material Return Portal', 'Product Configurator', 'Software registration', 'Support request', 'Personal uploads', 'Remote Access', 'Online meeting', and 'Suppliers'. The main content area is titled 'Manage Users' and includes an 'ADD USER' button. Below this is a form with fields for 'Username', 'First Name', and 'Last Name'. A table below the form lists existing users with columns for 'Username', 'First Name', 'Last Name', 'Web Access', and 'Administrator'.

Username	First Name	Last Name	Web Access	Administrator
C256240	Contact 01	ECamp	✓	✗
C256241	Contact 02	ECamp	✓	✗
C256242	Contact 03	ECamp	✓	✗
C256243	Contact 04	ECamp	✓	✗
C256244	Contact 05	ECamp	✓	✗
C256245	Contact 06	ECamp	✓	✗
C256246	Contact 07	ECamp	✓	✗
C256247	Contact 08	ECamp	✓	✗
C256248	Contact 09	ECamp	✓	✗
C256249	Contact 10	ECamp	✓	✗
C256250	Contact 11	ECamp	✓	✗
C256251	Contact 12	ECamp	✓	✗
C256252	Administrator	ECamp	✓	✓

Company

Industries

Technologies

Products

Events

Academy

Career

Downloads

Service

Homepage > Service > MyPortal > Manage Users

Service

MyPortal

Modify User Data

Manage Users

Change Password

Product Change Information

Logout

Support Portal

Material Return Portal

Product Configurator

Software registration

Support request

Personal uploads

Remote Access

Online meeting

Suppliers

Manage Users

ID: 0000518405

Company: B&R AT ECamp

Phone:

Fax:

Address: B&R Straße 1

5142 Eggelsberg

Austria

Account: C256240

Gender: male

First Name: Contact 01

Last Name: ECamp

Contact e-Mail: katharina.kirsch@br-automation.com

Phone: +43 7748 6586

Fax:

Street, No.: B&R Straße 1

City: Eggelsberg

ZIP Code: 5142

Country: Austria

Region: Upper Austria

Administrator: ☐

Web Access: ☒

User Role Service Management:

Mailinfo Service Order: ☐

User Role Support Management: Support Manager

User Role Configurator:

Date of Separation:

RESET PASSWORD

EDIT

14 SAP Trainee Accounts

For the support training, the trainees need to have a SAP account with rights for the Customer Support Portal. Therefore every trainee gets an educational account in SAP. These accounts are assigned to the 1st level Support. All users are in the same pool, so they can see the tickets of all users.

These SAP accounts need to be installed for every trainee on the second day of the Engineering Camp. The process is described in the powerpoint presentation "Corporate Tools - Lotus Notes - SAP" under the chapter "SAP – Support processes". These steps should be done together with the trainees.

The user name and the password for the first log in are the following:

User name: ECAMP1 until ECAMP12

Default password: Ecamp\$

Password after first login: trainee

It's possible that after some time the educational accounts are reset automatically. If this is the case the default passwords must be used. In case SAP asks for a new password after login, the password should be "trainee".

Additionally the Maintrainer has to send an email to Roman Krösslhuber including the complete trainee list and the number of trainees without SAP account. One week before the support trainings starts the Maintrainer should check together with the trainees if all accounts are working properly.