

# Tracks Training Slides

Compiled May 2024

# Getting to Tracks

- On any device with connection to Eaton servers, go to the below URL:

[usyouwhp6205605](#)

\*Note that the best way to learn Tracks is to open it on a computer and follow along to this presentation. Exploration within the site is the best way to learn.

# You will be brought to this landing page

## **YPO PRODUCTION TEST DATA**

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[Tracks](#)

[Preflight Check List](#)

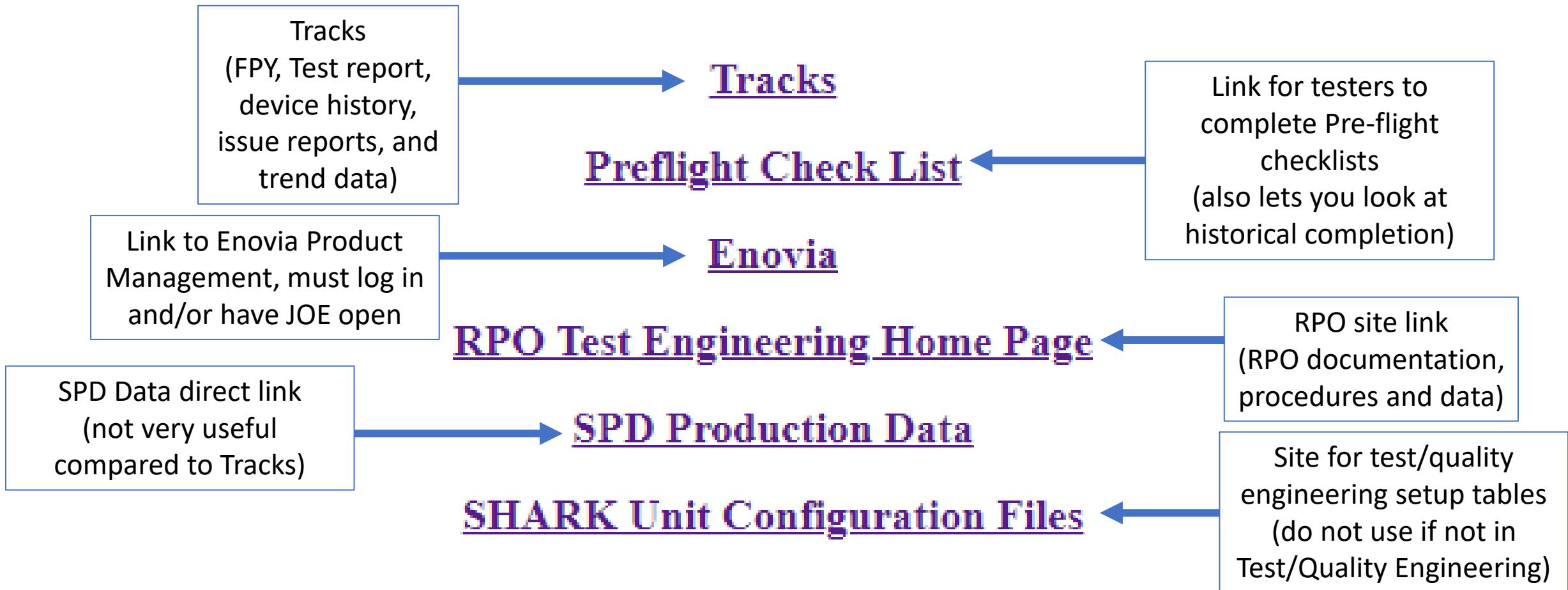
[Enovia](#)

[RPO Test Engineering Home Page](#)

[SPD Production Data](#)

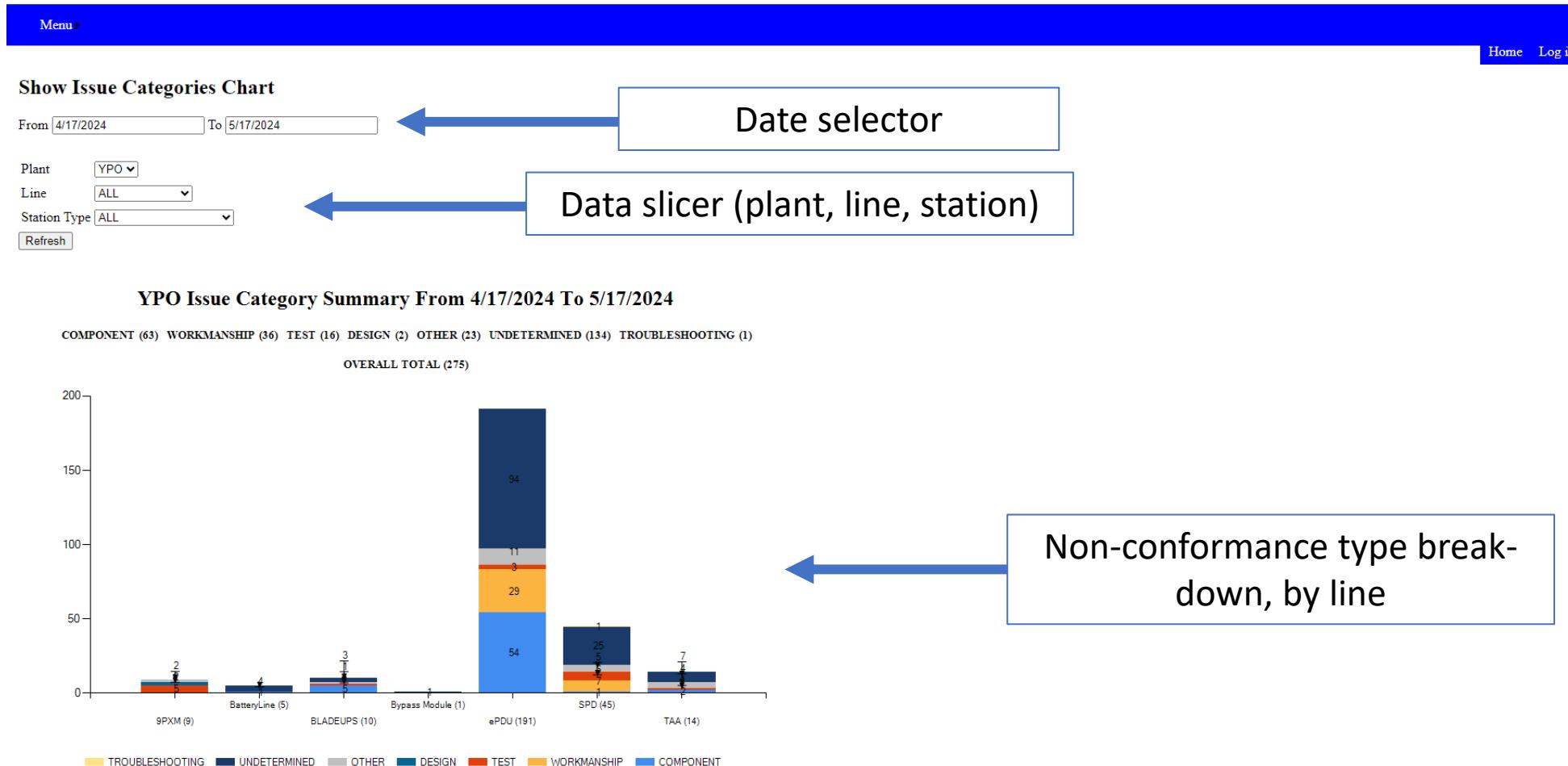
[SHARK Unit Configuration Files](#)

# What is everything?



# A dive into Tracks

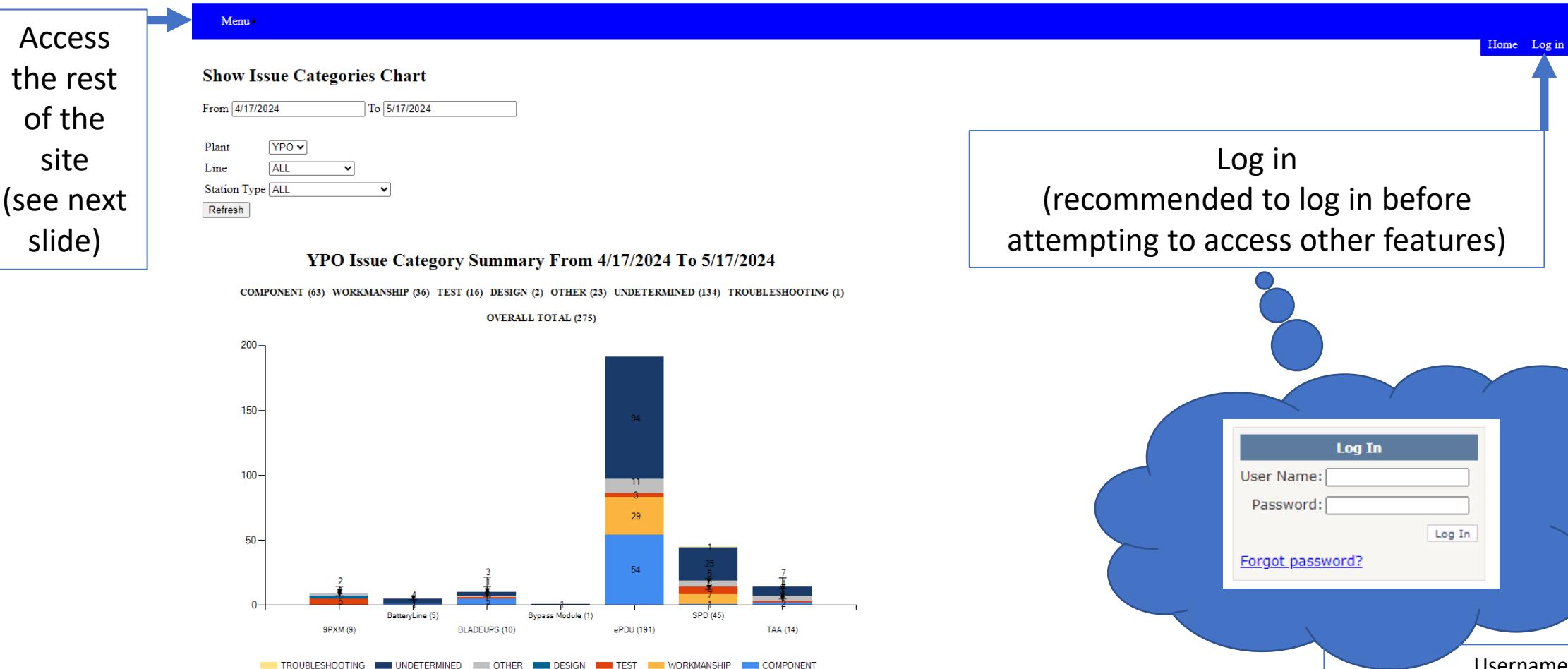
- When opening Tracks, you will be brought to the ISSUE CATEGORIES SUMMARY PAGE



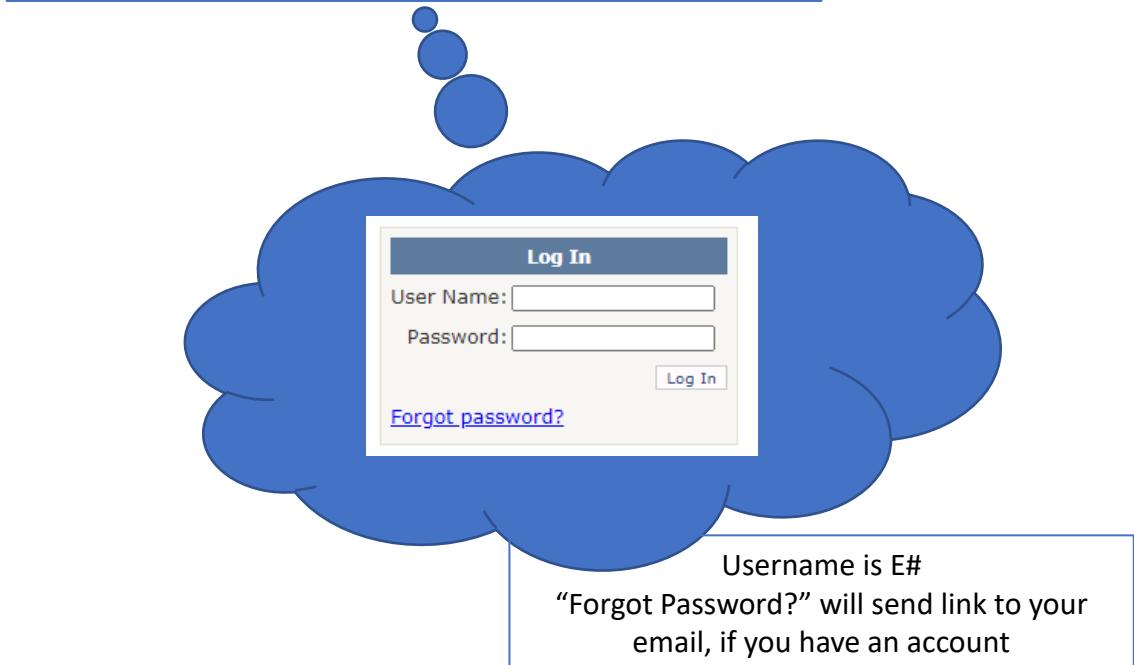
# A dive into Tracks

- You can log into the site and access all site features from the top menu

Access  
the rest  
of the  
site  
(see next  
slide)



Log in  
(recommended to log in before  
attempting to access other features)



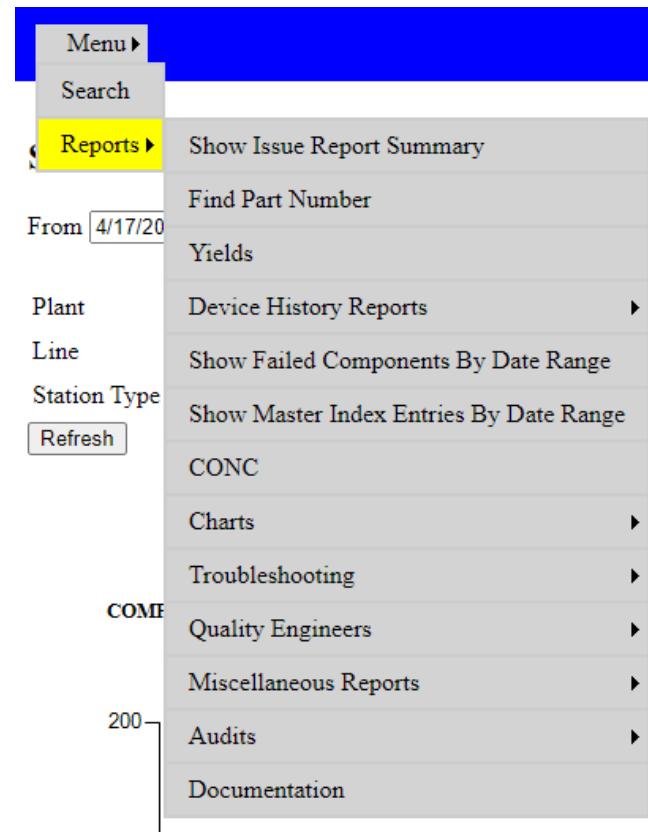
# Two menu access options

#1 – Click menu to see all site options expanded



- Home
- Menu
  - Search
  - Reports
    - Show Issue Report Summary
    - Find Part Number
    - Yields
  - Device History Reports
    - Device History
    - PCaT\_Where\_Used
    - PCaT\_Assembly\_History
    - PCaT\_Instruction\_Name\_Search
  - Show Failed Components By Date Range
  - Show Master Index Entries By Date Range
  - CONC
  - Charts
    - Issue Category Summary
  - Troubleshooting
    - Search Issue Reports

#2 – Hover mouse over “menu” and sub-categories to navigate to specific site (like most websites)



# Yields Page

(accessible from menu > reports > yields)

This is the “main site” of Tracks, as it lets you see FPY and all issue reports for a given time range

## TRACKS Issues Per Unit (IPU)

Calculate IPU where plant is **YPO** and date range between **5/17/2024** and **5/17/2024** **Reset**

Change date range (don’t press reset after setting dates)

Include Category  
 Include Failure Analysis

Deselecting “Include Category” shows results by Family, not device category (better for summaries)

Show IPU or Download Raw Data

“Show IPU” refreshes report (must use after dates or “Include category” is changed)

Plant	Family	Category	Tested	Passed	Failed	Test Yields	Component	Workmanship	Test	Design	Other	Undetermined	Troubleshooting	Total	IPU
YPO	9PXM	UPS Chassis	3	3	0	100.00%									
YPO	BatteryLine	10 pack	14	14	0	100.00%									
YPO	BatteryLine	5PX	37	37	0	100.00%									
YPO	BatteryLine	9x55 Spare	38	38	0	100.00%									
YPO	BatteryLine	KIT, BATT UPGRADE, GEN2 TO GEN3, ONE STR	55	54	1	98.18%					1		1	0.02	
YPO	ePDU	Kraken	7	7	0	100.00%									
YPO	ePDU	SHARK	5	5	0	100.00%									
YPO	SPD	Gretzky	13	13	0	100.00%									
YPO	SPD	Protector	1	1	0	100.00%									
YPO	SPD	Small Filter	11	11	0	100.00%									
YPO			184	183	1	99.46%					1		1	0.01	

“Download Raw Data” allows export of data

# Yield Table

Product that was tested		First Pass Yield		# of failures per NC category (undetermined means uncategorized)												Summary	
Plant	Family	Category		Tested	Passed	Failed	Test Yields	Component	Workmanship	Test	Design	Other	Undetermined	Troubleshooting	Total	IPU	
YPO	<a href="#">9PXM</a>	<a href="#">UPS Chassis</a>		<a href="#">3</a>	3	0	100.00%										
YPO	<a href="#">BatteryLine</a>	<a href="#">10 pack</a>		<a href="#">14</a>	14	0	100.00%										
YPO	<a href="#">BatteryLine</a>	<a href="#">5PX</a>		<a href="#">37</a>	37	0	100.00%										
YPO	<a href="#">BatteryLine</a>	<a href="#">9x55 Spare</a>		<a href="#">38</a>	38	0	100.00%										
YPO	<a href="#">BatteryLine</a>	<a href="#">KIT, BATT UPGRADE, GEN2 TO GEN3, ONE STR</a>		<a href="#">55</a>	54	1	98.18%						<a href="#">1</a>		<a href="#">1</a>	0.02	
YPO	<a href="#">ePDU</a>	<a href="#">Kraken</a>		<a href="#">7</a>	7	0	100.00%										
YPO	<a href="#">ePDU</a>	<a href="#">SHARK</a>		<a href="#">5</a>	5	0	100.00%										
YPO	<a href="#">SPD</a>	<a href="#">Gretzky</a>		<a href="#">13</a>	13	0	100.00%										
YPO	<a href="#">SPD</a>	<a href="#">Protector</a>		<a href="#">1</a>	1	0	100.00%										
YPO	<a href="#">SPD</a>	<a href="#">Small Filter</a>		<a href="#">11</a>	11	0	100.00%										
YPO																	
YPO				<a href="#">184</a>	183	1	99.46%							<a href="#">1</a>		<a href="#">1</a>	0.01

Clicking a specific number brings you to those issue reports (summarized)

YPO				<a href="#">188</a>	187	1	99.47%							<a href="#">1</a>		<a href="#">1</a>	0.01
-----	--	--	--	---------------------	-----	---	--------	--	--	--	--	--	--	-------------------	--	-------------------	------

SHOWING ISSUES FOR (DATE BETWEEN 5/17/2024 AND 5/17/2024) AND (PLANT = 'YPO') AND (NC\_CATEGORY = 'Undetermined')

SerialNumber	PartNumber	Date	ProblemDescription	Notes	NC_Code	NC_Category	StationType	E#
<a href="#">BT194Y0016_DUP</a>	P-106000220	5/17/2024 6:39:11 AM	Automatically generated on 5/17/2024 6:39:11 AM for E0617128.		Undetermined – Support Required	Undetermined	Functional Test	E0617128

# Issue Summary

When looking at the issue report summary for a specific line/NC category, you will see some basic information about each issue report

SHOWING ISSUES FOR ( DATE BETWEEN 5/13/2024 AND 5/17/2024 ) AND ( PLANT = 'YPO' ) AND ( FAMILY = 'ePDU' ) AND ( CATEGORY = 'SHARK' ) AND ( NC\_CATEGORY = 'Component' )

SerialNumber	PartNumber	Date	ProblemDescription	Notes	NC_Code	NC_Category	StationType	E#
<a href="#">BD70R19098</a>	EMAGFFC4C4C4C4K	5/13/2024 7:45:43 PM	Step #14 Silergy Chip Auto Measurement Chip bd Found 0. Should be 4 Modified on 5/13/2024 7:55:13 PM by E0089549 UUT Pass Step #14 After having a bad Ribbon cable Reolace	Run DVT TEST	Defective Component	Component	Functional Test	E0089549
<a href="#">BD70R19098</a>	EMAGFFC4C4C4C4K	5/14/2024 9:26:04 PM	Step #21 Unknown Error Modified on 5/14/2024 9:27:07 PM by E0089549	Check Measurement Bd Modified on 5/14/2024 9:27:35 PM by E0089549	Defective Component	Component	Functional Test	E0089549
<a href="#">BD70R19124</a>	EMAGFFC4C4C4C4K	5/13/2024 6:26:54 AM	Automatically generated on 5/13/2024 6:26:54 AM for E0705595.outlet 16 have -239.91 voltage. should be less than 15 voltage. Modified on 5/13/2024 6:59:33 AM by E0705595	replaced outlet module, scob and input board. Test unit again and passed. Modified on 5/16/2024 10:17:57 AM by E0705595	Defective Component	Component	Functional Test	E0705595
<a href="#">BD70R19139</a>	EMAGFFC4C4C4C4K	5/13/2024 7:49:19 AM	Automatically generated on 5/13/2024 7:49:19 AM for E0695600. Wiring check. Breaker open during ATE test. Failed line 54, Gang-6	Replaced Hub board and test unit. unit passed on testing. Modified on 5/16/2024 11:43:12 AM by E0705595	Defective Component	Component	Functional Test	E0695600
<a href="#">BD70R19140</a>	EMAGFFC4C4C4C4K	5/13/2024 7:05:31 AM	Automatically generated on 5/13/2024 7:05:31 AM for E0705595.Right side found 0 chips. it should 4 chips on right side. Modified on 5/13/2024 7:35:29 AM by E0705595	Ribbon cable was found damaged. Replaced cable and test unit and passed. Modified on 5/14/2024 11:32:23 AM by E0705595	Defective Component	Component	Functional Test	E0705595
<a href="#">BD70R20175</a>	EMAGFFC4C4C4C4K	5/13/2024 10:17:48 PM	Step #36 Unknown Error occurred PCBA Error Address=31 ID D2 Expected Id 25 Modified on 5/13/2024 10:20:40 PM by E0089549	Change Module for Address #31 Modified on 5/13/2024 10:22:44 PM by E0089549	Defective Component-Not reworked correctly	Component	Functional Test	E0089549
<a href="#">BD72R21029</a>	EMOCPD3XJA3A3K2	5/16/2024 6:31:51 PM	Step #188 Fail to set PASSWORD to SERIAL Number.	Change SCOB	Defective Component	Component	Functional Test	E0089549
<a href="#">BD72R21109</a>	EMOCPD3XJA3A3K2	5/16/2024 10:46:32 AM	Automatically generated on 5/16/2024 10:46:32 AM for E0705595.LED on A-1 to C-6 won't turn to green. Modified on 5/16/2024 11:07:14 AM by E0705595	Found bad Left side Outlet module 744-A4570. Replaced Module retest passed. Modified on 5/16/2024 4:49:37 PM by E0093153	Defective Component-Not reworked correctly	Component	Functional Test	E0705595

Clicking the serial number will bring you to the specific issue report  
(See next slide)



# Issue Report

If logged in, clicking Issue Report will allow you to edit the report  
(see next slide)

Menu   Issue Report   Test Complete Report

Home   My Account   Log off

### Search

Enter part number, serial number, production order number, etc.

BD72R21109   Find

Showing data for values beginning with: BD72R21109

Hide Master Index Details

MASTER_INDEX_ID	SERIAL_NUMBER	PART_NUMBER	PRODUCTION_ORDER_NUMBER	SALES_ORDER_NUMBER	PLANT	FAMILY	CATEGORY	SUBCATEGORY	DESCRIPTION	MATERIAL_TYPE	CROSS_R
Select 7252827	BD72R21109	EMOCPD3XJA3A3K2			YPO	ePDU	SHARK	----	G3HD-MO L21-30P 9C13+3C19 9C13+3C19 FERT		----

Hide Issue Report Details

	DATE	NC CODE	PROBLEM_DESCRIPTION	NOTES	EMPLOYEE_ID
<a href="#">View</a>	5/16/2024 10:46:32 AM	Defective Component- Not reworked correctly	Automatically generated on 5/16/2024 10:46:32 AM for E0705595.LED on A-1 to C-6 won't turn to green. Modified on 5/16/2024 11:07:14 AM by E0705595	Found bad Left side Outlet module 744-A4570. Replaced Module retest passed. Modified on 5/16/2024 4:49:37 PM by E0093153	E0705595

Show Test Complete Report Details

Show Component Details

Show Labor Hour Details

Uploaded File Details

Show Corrective Action Details

[Print](#)

Drop downs will show you a table with Issue Report data, by section

(first two drop downs were selected in this screenshot)

# When you click Issue Report in menu bar, you are brought to the Manage Issue Report Screen

## Manage Issue Report

Enter serial number:

Showing data for serial number = BD72R21109

Hide Issue Report Details			
	DATE	E#	NC
<a href="#">Edit</a>	05/16/2024	E0705595	Defective Component- Not reworked correctly
Automatically generated on 5/16/2024 10:46:32 AM for E0705595. LED on A-1 to C-6 won't turn to green. Modified on 5/16/2024 11:07:14 AM by E0705595			PROBLEM_DESCRIPTION

[Create New Issue Report](#)

[Show Master Index Details](#)

“Edit” will let you change/add/ Issue Report details (see next slide)

All Issue Reports for the serial number selected will be shown here

“Create New Issue Report” can be used if the system did not automatically create one when the unit failed

(this should be used sparingly, we do not want multiple issue reports for one unit, we want all information per serial number in one place)

# Editing Issue Reports

Edit issue report for serial number BD72R21109

NR Code

Defective Component- Not reworked correctly

Station Type

Functional Test

Status

Troubleshooting Completed

Drop downs used for top level data analysis  
“NR Code” is most important, it must be changed from “Undetermined”

Problem Description

Report sections are where info is filled in

Troubleshooting Notes

Sections marked here with \* must be filled out, others are optional, depending on failure type

Rework Instructions

NCM Components Details

Labor Hours Details

The next few slides will give more information on these sections

Uploaded File Details

Print

Save

Cancel

# Problem Description

## ⓘ Problem Description

Provide a detailed description of symptoms:

```
Automatically generated on 5/16/2024 10:46:32 AM for E0705595.LED on A-1 to C-6 won't turn to green.  
Modified on 5/16/2024 11:07:14 AM by E0705595
```

[Append Timestamp](#)

This section is used to describe what was seen by tester during failure.

It should include the ATE error code and any symptoms observed.

Any time information is added, the editor should click “Append Timestamp”

# Troubleshooting Notes

¶ Troubleshooting Notes

Enter troubleshooting notes here:

```
Found bad Left side Outlet module 744-A4570. Replaced Module retest passed.  
Modified on 5/16/2024 4:49:37 PM by E0093153
```

[Append Timestamp](#)

This section is used to describe what actions were taken to investigate error cause, and what items were found in that investigation.

Should include any issues found and what was done to address them.

Any time information is added, the editor should click “Append Timestamp”

# Rework instructions

## [Rework Instructions](#)

Enter the details of how the line should rework this unit:

```
replace outlet module. Left side outlet module bad 744-A4570, replaced module retest passed.  
Modified on 5/16/2024 4:51:07 PM by E0093153
```

[Append Timestamp](#) [Print Rework Instructions](#)

This section describes what was done or needs to be done to fix unit so that it can pass test.

Always write this section as if someone who did not do the investigation will be fixing . . . Make it so that anyone on the line would be able to fix the issue!

Any time information is added, the editor should click “Append Timestamp”

# NCM Components Details

NCM Components Details						
PART_NUMBER	SERIAL_NUMBER	COST	REPLACEMENT_REASON_TYPE	DISPOSITION_TYPE	NOTES	DESCRIPTION
Edit 744-A4570	PD53N14A24	129.7394	Primary Defective Part	Send to NCM	Replaced outlet module 744-A4570, retest passed.	PDU MODULE COM3-2A3-6C 9C13 3C19 G3HD
<a href="#">Add Component</a>						

This section shows any Non-conforming parts found during investigation.

Clicking “Add component” or “Edit” (in the table) will bring you to the screen on the right, where info can be entered.

Any time information is added, the editor should click “Append Timestamp”

## Enter component data:

Serial Number:	<input type="text" value="PD53N14A24"/>
Part Number:	<input type="text" value="744-A4570"/> <a href="#">Help me find part number</a>
Replacement Reason:	<input type="text" value="Primary Defective Part"/>
Disposition:	<input type="text" value="Send to NCM"/>
Notes:	<input type="text" value="Replaced outlet module 744-A4570, retest passed."/>

[Save](#) [Cancel](#) [Delete](#)

Component ID = [17142](#)

Note: “replacement reason” will almost always be “Primary Defective Part” or “Collateral Damage”

Disposition is not necessary to change, “Send to NCM” should be default

Serial number of part may not always be available

# Labor Hours Details

Labor Hours Details							
	LABOR_HOURS_ID	ISSUE_REPORTS_ID	EMPLOYEE_ID	LABOR_HOURS	LABOR_TYPE	NOTES	CREATION_TIMESTAMP
<a href="#">Edit</a>	23452	136490	E0705595	0.5	Troubleshooting		5/16/2024 11:07:59 AM
<a href="#">Edit</a>	23455	136490	E0093153	0.5	Troubleshooting	Replaced outlet module 744-A4570 Left side retest passed	5/16/2024 4:54:35 PM
<a href="#">Add Labor Hours</a>							

This section is used to record time that was used to fix the failed unit

Clicking Edit brings you to a form  
to fill out

Enter labor hour data:

Employee ID#:

Labor Hours:

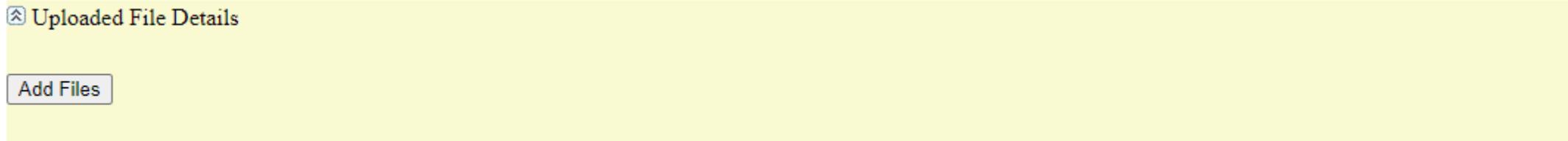
Labor Hour Type:

Notes:

[Save](#) [Cancel](#) [Delete](#)

Labor Hour ID = 23452

# Finally, Upload File Details



While there is currently no standard for what should go here, future state may use this to upload pictures of the Non-conforming condition, or reports for non-conformances

# Device History Reports

Used to find information about a unit by searching it's serial number

The screenshot illustrates the process of finding device history. On the left, a menu tree is shown under the 'Reports' section. The 'Device History Reports' node is selected, and its子节点 'Device History' is highlighted with a yellow box and a red border. A blue arrow points from this selection to the right side of the screen. On the right, a page titled 'Show Device History' is displayed. It features a search bar with the placeholder 'Enter serial number:' followed by a 'Find' button. Below this, another search bar shows the serial number '731502' with a 'Find' button next to it. A blue arrow points from the '731502' input field down to a table below. The table has columns: SerialNumber, Date, Source, Plant, Family, Category, PartNumber, Status, RecordType, ParentStation, and TestSequenceName. Two rows are present. The first row's 'Source' column contains 'TRACKS Master Index'. The second row's 'Source' column is highlighted with a yellow box and a red border, containing the value 'QDMS'. Both rows also contain the serial number '731502' in their 'SerialNumber' column.

SerialNumber	Date	Source	Plant	Family	Category	PartNumber	Status	RecordType	ParentStation	TestSequenceName
<a href="#">731502</a>	2/14/2024 12:00:00 AM	TRACKS Master Index	YPO	SPD	Gretzky	635-0026B	Passed	Tracks		
<a href="#">731502</a>	2/14/2024 7:55:06 PM	QDMS	YPO	SPD	Gretzky	635-0026B	Pass	SPD - Final Test		

In the table that loads, row with “QDMS” in “Source” column is the test record. Click on the serial number in that row to access the test data

# Check Pre-Flight Checklist Completion

From landing page, select "Preflight Check List"

[Tracks](#)  
[Preflight Check List](#) (circled)  
[Global Services Birth Certificates](#)  
[Enovia](#)  
[RPO Test Engineering Home Page](#)  
[SPD Production Data](#)  
[Raleigh TDM](#)  
[SHARK Unit Configuration Files](#)

Click arrow next to "Test Verification Checklists"

## Raleigh Area Plants

Home  
Test Verification Checklists (circled)

Welcome to the RAP Test Engineering Web Site.  
[SPD Production Data](#)  
[Enovia](#)  
[Test Procedures](#)  
[Global Services Birth Certificates](#)  
[Raleigh TDM](#)

Select "Show Totals by user and Date"

- ▼ Home
- ▼ Test Verification Checklists
  - ▷ Show Completed Checklists
  - ▷ [Download Checklists To Excel](#)
  - ▷ [Download Summary To Excel](#)
  - ▷ [Show Totals By User And Date](#) (circled)

Enter date range of interest and select "Update" to see all completions by user, by date

### Test Verification Checklist Totals By Date

Get records where the date is between  
 and

ENumber	Email	LineName	2024-05-17	Total
E0466400	JeremyRWrenn@eaton.com	9355-30	1	1
E0500109	AlexLMuller@eaton.com	93PM	1	1
E0648123	MattLGreer@eaton.com	93PM	1	1
E0734469	dalwallace@eaton.com	93PM	1	1
E0089549	BruceHolmes@Eaton.com	ePDU	1	1
E0067620	JamesDavis@eaton.com	RPO Test Techs	1	1
E0067641	MikeLower@eaton.com	RPO Test Techs	1	1
E0075775	DarrylDWiley@eaton.com	RPO Test Techs	1	1
E0079645	MohammedBenzellouz@eaton.com	RPO Test Techs	1	1
E0731580	juancrodriguez@eaton.com	RPO Test Techs	1	1
E0416379	GregLBunn@eaton.com	TAA	1	1
C3066335	CarolynCrudup@eaton.com	YPO Battery Line 1	1	1
C3066447	JessicaArrington@eaton.com	YPO Battery Line 1	1	1
E0617128	CemoneDRobinson@eaton.com	YPO Battery Line 1	1	1
E0696703	RebeccaSeward@eaton.com	YPO Battery Line 1	1	1
E0716835	JackieIDavis@eaton.com	YPO Battery Line 2	2	2
E0722058	TrentMHodge@eaton.com	YPO Battery Line 1	1	1

\*Note that this shows completions for all RAP, not just YPO

\*Additionally, SPD is not currently captured here