

Provide UCN Technical Support

L5692

UCN

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Revision 02 – August 20, 1996

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Introduction

Module Overview

About this module	<p>This course module reinforces tasks and concepts presented throughout this course. The course module consists primarily of a lab exercise where several problem situations requiring UCN technical support are presented.</p>
Objectives	<p>The objectives of this course module are twofold:</p> <ul style="list-style-type: none">• demonstrate technical expertise by providing a solution to a request for UCN support, and• solve common troubleshooting problems by using reference documentation and standard system displays,
Sample test items	<p>Successful completion of the lab exercise meets the Criterion Test requirements. Example items in the lab exercise follow.</p> <p>Example of request for UCN support:</p> <ul style="list-style-type: none">• Determine the point names of the entities in the input scan table <p>Example of troubleshooting problem to be solved:</p> <ul style="list-style-type: none">• Point building is not possible against an IOP. An existing point of the suspect IOP cannot be inactivated or deleted.
Resources required	<p>The resources you need to complete the lab exercise may include the use of the following:</p> <ul style="list-style-type: none">• Standard documentation• Standard Honeywell displays<ul style="list-style-type: none">– local statistics displays– Toolkit displays for UCN– UCN Status displays• Course modules in the 3716 UCN Management workbook• The team member(s) you decide to work with.

Lab Exercise

Provide UCN Technical Support

Overview

In the following lab exercise, your course manager presents a request for technical support or “bugs” to be solved. While it is true that there is some overlap between providing technical support and troubleshooting, in the lab, you are asked to do the following:

- present a working solution to the request for technical support, or
- if it is a “bug” problem, identify the problem source.

Lab comments

Because there is more than one technical support request or problem in this lab exercise, please do not try resetting nodes and swapping boards. For example, a brief description of the bug fix is sufficient, but don’t fix the problem. Be sure to review your bug problem fixes and support solutions with your course manager. Let other lab groups have the challenge of finding the same solutions.

ATTENTION

ATTENTION—You can work on these problems and support scenarios in any order. *Please do NOT shut down and reload nodes, as more than one group is using the equipment.*

Problem: can’t build IOP point

Step	Action
1	On an IOP listed below, you are unable to build a tag against any of the IOP slots. The symptoms and data are listed below. <ul style="list-style-type: none">• UCN 01, APM 17, Module 22 (DI), slot 11.• The symptom includes an inability to activate/inactivate and delete the current point in slot 11.
2	Briefly describe your solution below.

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Provide UCN Technical Support, Continued

Problem: can't define flag alarming

Step	Action
1	On a PM, you are unable to define flag alarming. The symptoms and data are listed below. <ul style="list-style-type: none">• UCN 01, PM 7, flag 97• Symptoms include an inability to define the flag as full point form.
2	Briefly describe your solution below.

Problem: cable quality suspect

Step	Action
1	On UCN 01, cable quality is suspect.
2	Briefly describe your solution below.

Problem: Timesync failed indication

Step	Action
1	On UCN 01, TIMESYNC Status of FAILED appears on NIM 03.
2	Explain why this status appears.

Technical support: get text descriptors

Step	Action
1	CL programming personnel use state text descriptors in their CL programs. Trying to remember whether a digital composite descriptor is CLOSE or CLOSED is difficult. Provide a list of text descriptors on a PM digital composites for the programming personnel.
2	Briefly describe your solution below.

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Provide UCN Technical Support, Continued

Problem: oscillating control loop

Step	Action
1	On a PM listed below, a control loop has unusual control actions. The symptoms and data are listed below. <ul style="list-style-type: none">FIC21870 is the suspect loop.The symptoms include an inability to control; however, all configuration data appears correct. It's as if something else is driving the output.
2	Briefly describe your solution below.

Technical support: provide scan table items

Step	Action
1	Configuration personnel want to know how many items are in the input scan table and what their tagnames are. <ul style="list-style-type: none">Hint for finding tagnames in scan table: Use Find Names to get peer-to-peer connections, then get entities that have peer-to-peer connections into EB files. Take EBs to Doc Tool to filter out peer input connections.
2	Briefly describe your solution below.

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Provide UCN Technical Support, Continued

Technical support: get disabled/inhibited alarms

Step	Action
1	Operations personnel want to know both the disabled and inhibited alarms in PM 7.
2	Briefly describe your solution below.

Problem: chattering alarm

Step	Action
1	On UCN 01, a chattering alarm is suspected of adding to the UCN load.
2	Briefly describe your solution below. Be sure to include the indication(s) or data that led you to believe a chattering alarm existed.

Technical support: get PLCG unused addresses

Note: solving this support request is optional. It is provided as an exercise because some customers use PLCGs on Data Hiways in conjunction with their nodes on UCNs.

Step	Action
1	Technical support personnel believe some PLCG addresses were inadvertently undefined. Locate the PLCG points that have undefined PLC addresses (note if your lab equipment does not have a PLCG, the course manager will provide an EB file of PLCG points.)
2	Briefly describe your solution below.

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Provide UCN Technical Support, Continued

Technical support:
interpret null database

Step	Action
1	Operations personnel want to know why the analog inputs for control loops using the same IOP appear strange. Operations remarked something about validating a database.
2	Briefly describe your solution below.

Problem: checkpoint
restore fails

Step	Action
1	On UCN 01, checkpoint restore fails.
2	Briefly describe your solution below.

Problem: EIP doesn't
work

Step	Action
1	On a logic slot, a connection is configured to trigger EIP; however, EIP does not occur.
2	Briefly describe your solution below. List the displays (if any) you found to determine why EIP failed.

Technical support:
ghost point

Step	Action
1	Locate a fragmented or ghost point on a UCN node.
2	Briefly describe your solution below.

Directions



DIRECTIONS—This is the end of the study material for this module. Discuss questions concerning the study material or the lab activities with a colleague or a course manager

If you are satisfied that you have achieved the objectives of this module, continue with the next section, the Student Proficiency Evaluation.

Student Proficiency Evaluation

Criterion Test

What you are expected to know

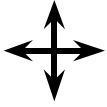
Successful completion of the lab exercise completes the Criterion Test requirements.

Self-Evaluation

What you are expected to know

Successful completion of the lab exercise completes the Criterion Test requirements. Practice any lab exercise items as necessary.

Directions



DIRECTIONS—This is the end of this module.

Use your course map to

- Get your course manager to sign off this module.
- Choose your next eligible module.

If you have a question

- Ask your course manager.
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