

GE Energy

User's Guide

Bently Nevada™ Technical Support Portal

www.bntechsupport.com



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Overview

GE's Bently Nevada™ Asset Condition Monitoring Technical Support Portal is a comprehensive website intended for customers with a Technical Support Agreement (TSA). The portal provides technical information, answers, and resources for your Bently Nevada hardware and software products. To access the site, you must register for a GE Single Sign On (SSO) account. Your SSO account will usually be activated within 24 hours of your registration request. Once you're a registered user, you'll have a wealth of Bently Nevada product support resources at your fingertips.

For immediate help, you can search our Answer Card library. We have over 1,000 Answer Cards for your reference, and more are added daily. If you can't find your answer through self-help, you can log a case with our team of experts. Not only does this give you a Technical Support Case Number to facilitate the real-time tracking of your case, it enables you to start a case history that you can reference at a later date. You can also explore your online service knowledge repository and request copies of your site service reports. You can even download computer-based training (CBT) modules for your purchased products.

The features that you can access in the TSA portal are based on your specific TSA level. There are three levels of TSAs (Silver, Gold, and Platinum), and the level that pertains to you is a function of the product(s) you have purchased, the elapsed time since delivery of your product(s), and whether you have renewed your TSA at the complimentary Silver level or at a higher level offering more support.

Customers at all TSA levels are provided with online case management, viewing of new product information, and downloading of product manuals and firmware updates. Customers with Gold- or Platinum-level TSAs have access to additional features such as software upgrades, system deployment repository, factory test data reports, online CBTs, and Technical Support usage reports and audits. Platinum-level TSA customers have exclusive benefits including field service report histories, remote troubleshooting of software products (high speed access required), and disaster recovery assistance in the event of a hard disk crash or other computer failure.

Whether you hold a Silver-, Gold-, or Platinum-level TSA, our Technical Support Portal is an extremely powerful resource designed to deliver tailored support capabilities and information. Please register today at **www.bntechsupport.com** to unlock the full potential of this valuable resource. It is available to every customer of our Bently Nevada Asset Condition Monitoring products.

Registration


To initiate the registration process, open your web browser and navigate to the following address: www.bntechsupport.com. You will see a text box (Figure 1) asking you to indicate whether you are a registered user. Click **No**, and then click **Submit**.



Figure 1 – Registration Query Text Box

Registration

A page with the registration form (Figure 2) will then open. Complete all required fields, which are marked with red asterisks. When you have finished entering your contact information, click **Send Registration**.



Bently Nevada™ Asset Condition Monitoring

Technical Support Portal

Please complete the registration form below:

* indicates required fields

First Name:

*

Jon

Last Name:

*

Smith

Company Name:

*

Flower City Power Systems

Plant Name:

*

Henrietta Plant

Address:

*

1000 Canal Drive

City:

*

Henrietta

State or Province:

*

NY

Postal Code:

*

14623

Country:

*

USA

Email:

*

jsmith@flowercityps.com

Phone:

*

585-555-0011

Sales Order Number:

OR

Product Serial Number:

6789012345

☒ The site address is the same as above.

Site Address:

*

1000 Canal Drive

Site City:

*

Henrietta

Site State or Province:

*

NY

Site Postal Code:

*

14623

Site Country:

*

USA

How did you learn about the site?

Bently Nevada Sales Representative

Submission of information via this form is subject to GE's [Privacy Policy](#) and [Terms of Use](#). By clicking the "Send Registration" button below, you indicate your consent to those terms.

Send Registration

Terms & Conditions (Software) | Privacy | Terms | © 2009 General Electric Company

Figure 2 – Registration Form for Technical Support Portal

Registration

A message (Figure 3) will display to inform you that your request has been received.

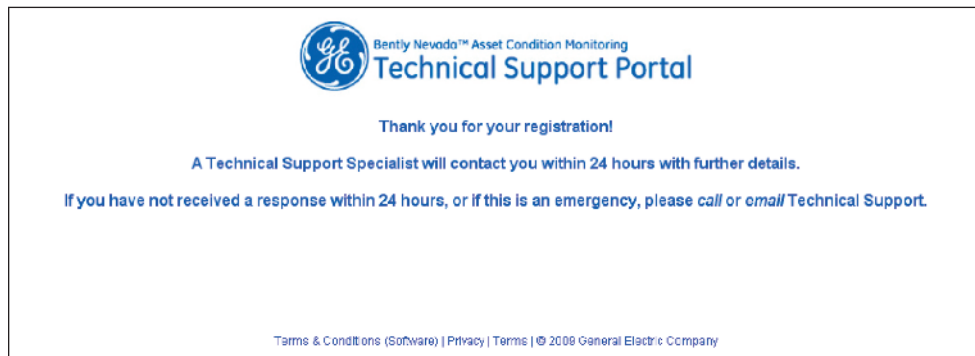


Figure 3 – Confirmation Message

A Technical Support Specialist will then contact you within 24 hours via e-mail (Figure 4).
The e-mail will contain your user ID and password, and a link to **www.bntechsupport.com**.
A link is also provided if you wish to change your password or otherwise modify your account.

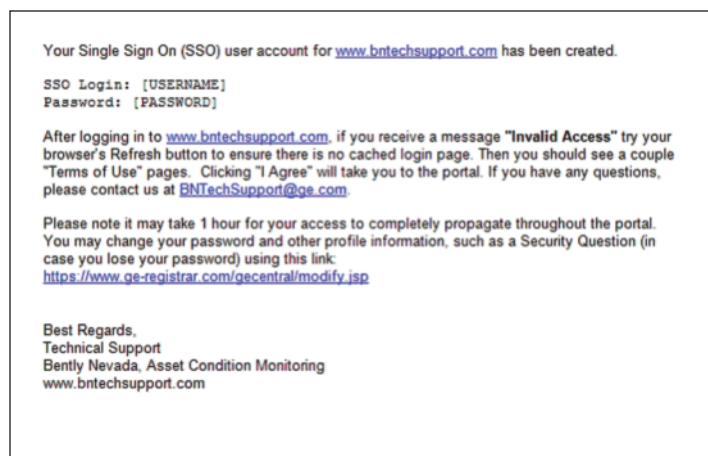


Figure 4 – E-mail with User ID and Password

Once you receive this e-mail, you are ready to log in to the Bently Nevada Technical Support Portal at **www.bntechsupport.com**.

Logging In

To use the features of the Bently Nevada Technical Support Portal, you will first need to log in. Navigate to the web portal (www.bntechsupport.com), where you will see a text box (Figure 5) asking you to indicate whether you are a registered user. Click **Yes**, and then click **Submit**. To avoid seeing this message on subsequent visits to the web portal, check **Remember this decision** before you click **Submit**.

Bently Nevada™ Asset Condition Monitoring
Technical Support Portal

Are you a registered user?
Technical Support portal [User Guide](#)
(a GE SSO login is a registered user login)

☒ YES | ☐ NO

☐ Remember this decision.

[Orbit Article](#) on Technical Support Agreements
[More](#) about Bently Nevada product support

Terms & Conditions (Software) | Privacy | Terms
© 2009 General Electric Company

Figure 5 – Registration Query Text Box

On the SSO login page (Figure 6), enter your User ID and Password, and then click **Log In**. The page will retain your User ID (but not your Password) if you check **Remember my SSO User ID** before you log in.

GE Single Sign On

› Sign Up Now!
› Need Help?
› Modify Your Account
› Synchronize your Password
› Forgot your User ID?
› Forgot your Password?

Enter your User ID and Password to Login

User ID:
jsmithlowercity

Password:

☒ Remember my SSO User ID

› Forgot your Password?

› Learn More
It's easy to get secure access to all of your applications with just one User ID and Password! Find out how Single Sign On can simplify your accounts now.

› Sign Up
If you don't have a Single Sign On User ID and Password yet, sign up now!

Copyright General Electric Company 2000-2007 Login page hosted by: GE Corporate - CIS SupportCentral

Figure 6 – SSO Login Page

Logging In

After you log in, read the International Trade Regulations Notice (Figure 7) and click the appropriate selection. If you click I agree , you will proceed to the Technical Support Portal home page.

INTERNATIONAL TRADE REGULATIONS NOTICE

This application is hosted on a U.S.-based server and may not be used in connection with any transaction involving a 'sanctioned' country. Use of a U.S.-based application for transactions involving sanctioned countries could be considered 'facilitation' of trade with the sanctioned country, which is prohibited by U.S. law. Click on the following link for the most current listing of countries sanctioned (embargoed) by the U.S. Government: <http://www.treas.gov/offices/enforcement/ofac/>

Accessing technical data or engineering tools hosted on a U.S.-based application or server from outside the U.S. is considered an export of that technical data or engineering tool. It is your obligation to comply with all applicable U.S. export laws.

NOTE FOR GE EMPLOYEES ONLY: For questions related to the proper classification of GE technology, equipment, and software, contact the applicable GE businesses' Chief Engineer's Office. For questions on compliance with US export laws, contact either your businesses' International Trade Controls Administrator (Gwen Cole for GE Energy and GE Oil & Gas; gwendolyn.cole@ge.com) or assigned GE counsel.

I agree

I disagree

Figure 7 – International Trade Regulations Notice

Key Features

Figure 8 shows the home page of the Bently Nevada Technical Support Portal as it would appear to a Platinum-level TSA customer. Let's take a look at some of the site's key features.



Figure 8 – TSA Portal Home Page

Key Feature 1: Online case management

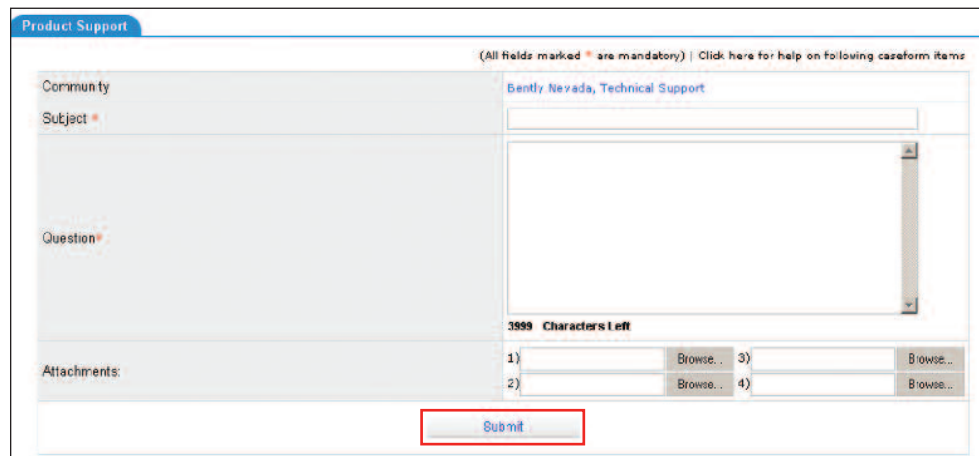
This is one of the site's most important resources. To create a new case, click **Open a Support Request**. Please note that this link exists in two places on the front page of the web portal (Figure 9).



Figure 9 – Opening a Support Request

Key Features

A Support Request Form will display (Figure 10). Enter a brief subject line, and then describe your question in detail. You have the option of adding up to four attached documents. To log your case, click **Submit**.



The screenshot shows a web form titled "Product Support" in a blue header. Below the header, there is a navigation bar with "Community" and "Subject" (marked as mandatory with a red asterisk). The "Subject" field contains the text "Bently Nevada, Technical Support". Below this is a large text area for the "Question" (also marked as mandatory), which is currently empty. To the right of the question area, there is a character count: "3599 Characters Left". At the bottom of the form, there are four attachment slots, each with a "Browse..." button. The "Submit" button is highlighted with a red rectangle.

Figure 10 – Support Request Form

Once you have logged one or more cases, you can use the web portal to track them. To see who is working on your case or to view its progress, first click Search/View My Support Requests on the main page (Figure 11).

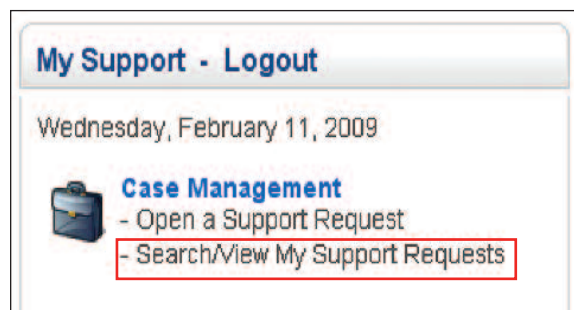


Figure 11 – Searching/Viewing Support Requests from the Home Page

Key Features

The web portal then displays a list of your cases. For each entry, the list includes details such as the Case Number, the person who logged the case, and the Technical Support Specialist who has taken ownership. To view a particular case, click its **Case Number** or **Case Description** (Figure 12).

Community Cases (Get help using SupportCentral Data Forms) | **My Cases** | Bookmarked Cases

Show: ☒ All cases ☒ **Open Cases** ☐ New cases ☐ Pending [Expert] ☐ Pending [User] ☐ Closed cases ☐ Archived cases

Sort by:

Date

Go

Field Chooser

Filter by: ☐ Except

Select a field

Go

Remove Filter

(NOTE: Sorting by some columns may cause cases to be displayed multiple times since those columns may have multiple values)

Remove All Filters

[Copy Filter Criteria to Clipboard](#) | [Add Filter Criteria to My SupportCentral Links](#) | [Export to Excel](#) | [My Case Filters \(Save | View\)](#) **NEW!**

My Cases -- Open Cases: Cases 1 - 1 of total 1

Pages: 1

Case #	Logged By	Case Owner	Date	Subject	Case Description	Severity	Mode
8051102	Smith, Jon	Nanse, William	February 11, 2009	Flower City Power Systems case	Test for Will	Normal	Email

Pages: 1

Figure 12 – Viewing Case Details

Figure 13 is identical to Figure 12, but shows the option buttons for viewing different kinds of cases, depending on their status (here, the option for Open Cases has been selected). You can view other categories of cases by clicking the appropriate option buttons adjacent to the category titles. Your display options include: all cases, new cases, cases that have been marked as closed, and cases that have been archived. There are also two categories of pending cases, one for cases that a Technical Support Specialist has not yet viewed, and one for cases that are awaiting your action.

Community Cases (Get help using SupportCentral Data Forms)							My Cases		Bookmarked Cases																	
Show:									<input checked="" type="radio"/> All cases		<input checked="" type="radio"/> Open Cases		<input type="radio"/> New cases		<input type="radio"/> Pending [Expert]		<input type="radio"/> Pending [User]		<input type="radio"/> Closed cases		<input type="radio"/> Archived cases					
Sort by:									Date		Go		Field Chooser													
Filter by:									<input type="checkbox"/> Except		Select a field		Go		Remove Filter		(NOTE: Sorting by some columns may cause cases to be displayed multiple times since those columns may have multiple values)									
																	Remove All Filters									
Copy Filter Criteria to Clipboard Add Filter Criteria to My SupportCentral Links Export to Excel My Case Filters (Save View) NEW!																										
My Cases -- Open Cases: Cases 1 - 1 of total 1																										
Pages: 1																										
Case #		Logged By		Case Owner		Date		7		Subject				Case Description				Severity		Mode						
8051102		Smith, Jon		Nanse, William		February 11, 2009				Flower City Power Systems case				Test for Will				Normal		Email						
Pages: 1																										

Figure 13 – Option Buttons for Viewing Cases by Status

Key Feature 2: Access to Product Manuals and Software/Firmware Downloads

You can also download current product manuals as well as updates to firmware and software. To view the manuals that are available for download, click Product Manuals (Figure 14).

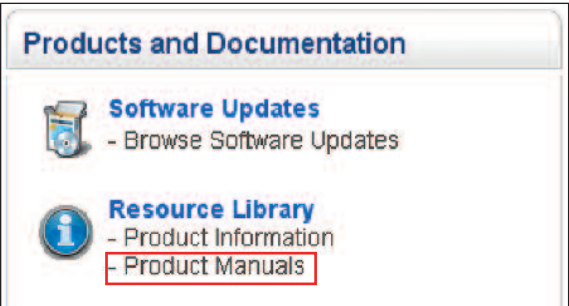


Figure 14 – Accessing Product Manuals from the Home Page

Key Features

The Product Manual Authorization Page (Figure 15) will open in a new window. Enter your Company Name and TSA Number, and click Submit. You will then see a list of manuals that you are authorized to download.



Figure 15 – Product Manual Authorization Page

To access updates, click **Browse Software Updates** (Figure 16) on the main page.



Figure 16 – Accessing Software Updates from the Home Page

Key Features

The Software Updates Login page (Figure 17) will open in a new window. Enter your Company Name and TSA Agreement Number as it appears on your TSA Agreement documentation and then click on submit.



Figure 17 - Software Updates Login Page

The Software Download Page (Figure 18) will open displaying a list of software that you are authorized to download.



Figure 18 - Software Download Page

Key Features

Key Feature 3: Answer Cards

You can use Answer Cards to learn quickly how prior cases were resolved. To access the Answer Card Library, click **Search/Browse Answer Cards** on the main page (Figure 19).

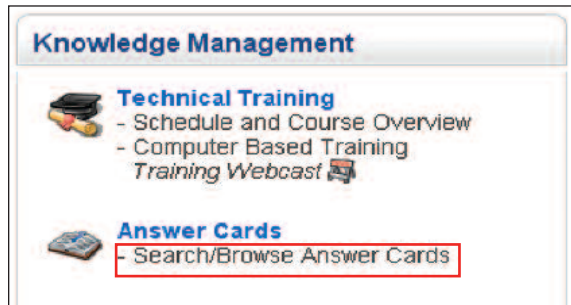


Figure 19 – Accessing Answer Cards from the Home Page

The Answer Card Library page (Figure 20) opens. To explore a specific issue, enter relevant keywords in the search field and then click **Search**.

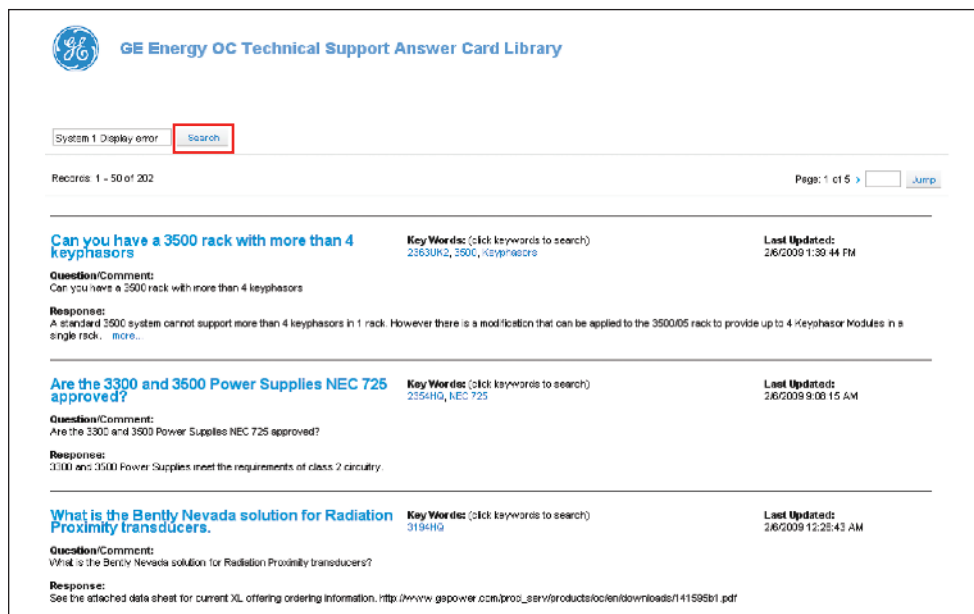



Figure 20 – Answer Card Library Page

Key Features

The Answer Card Library displays all results (Figure 21) that match the keywords you specified in your search. In this case, we have searched on “System 1 Display error” (see search box in Figure 20).

**GE Energy OC Technical Support Answer Card Library**

Records: 1 - 4 of 4Page: 1 of 1

System 1 Display Error after Upgrade to Version 6.6

Key Words: (click keywords to search)
System 1, Notifier, upgrade

Last Updated:
2/5/2009 11:44:35 PM

Question/Comment:
My customer have bought 3300/75 with 4-wire RTD option instead of 3-wire RTD option I have seen in the maintenance manual the jumper configuration to change from 4-wire RTD to 3-wire RTD. But on the more...

Response:
The input circuit board is the same for the 3 and 4-wire option. The only difference is the label on the metal work. Therefore connection to a 3-wire RTD would be just as per the manual for the 3-wire more...

Print errors generated through System 1 v 6.1 Display

Key Words: (click keywords to search)
System 1, print errors, Display print errors,

Last Updated:
1/31/2009 8:32:57 AM

Question/Comment:
My customer have bought 3300/75 with 4-wire RTD option instead of 3-wire RTD option I have seen in the maintenance manual the jumper configuration to change from 4-wire RTD to 3-wire RTD. But on the more...

Response:
The input circuit board is the same for the 3 and 4-wire option. The only difference is the label on the metal work. Therefore connection to a 3-wire RTD would be just as per the manual for the 3-wire more...

3500 Operator Display shows "No Data" under PPL status

Key Words: (click keywords to search)


Last Updated:
1/31/2009 8:32:54 AM

Question/Comment:
3500 Operator Display shows "No Data" under PPL status as seen in the Biograph. The problem appears intermittent often cycling between good data and bad data several times a minute. A second symptom o more...

Figure 21 – Answer Card Library Search Results Page

To view a specific Answer Card, click its title. In this case, we have clicked on the first search result in Figure 21. The corresponding Answer Card is then displayed (Figure 22). Each Answer Card includes a description of the issue, the response from Technical Support, any associated keywords, an indication of the product line(s) affected by the issue, and attachments that provide more detailed information.

Technical Support Answer Card

**GE Infrastructure**
Energy
Optimization and Control

<http://OCsolutionSupport.ge.com>
+1.775.215.1272
TechSupport@entty.com

System 1 Display Error after Upgrade to Version 6.5

Question/Comment:
My customer have bought 3300/75 with 4-wire RTD option instead of 3-wire RTD option I have seen in the maintenance manual the jumper configuration to change from 4-wire RTD to 3-wire RTD. But on the rear panel there is written "4-WIRE RTD INPUT". Is it possible to connect a 3-wire RTD probe on a 4-wire RTD input module without hardware modification ? What is the field wiring diagram?

Response:
The input circuit board is the same for the 3 and 4-wire option. The only difference is the label on the metal work. Therefore connection to a 3-wire RTD would be just as per the manual for the 3-wire option.

Keywords:
System 1, Notifier, upgrade

Product Lines:
Software System 1

Attachments:
Attachment 1

Answer Card #949774013
Last Updated: 2/5/2009 2:48:35 AM
Leave Answer Card Feedback HERE
Copyright © General Electric Company 2009

Figure 22 – Answer Card

Key Features

You can also conduct a basic Answer Card search from the home page of the web portal. Located beside this search field is the **Advanced Search** link (Figure 23), which allows you to search specific categories of Answer Cards.



Figure 23 – Home Page Answer Card Search Box with Advanced Search

On the Advanced Search screen (Figure 24), click the desired category, enter your keywords in the search field, and then execute the search by clicking **Go**.



Figure 24 – Advanced Search Screen

Key Features

Key Feature 4: Computer-Based Training (CBT) Links

The Computer Based Training (CBT) link on the main page allows you to access self-paced, on-demand training for products you have purchased. To launch a CBT, roll over the Computer Based Training link to reveal the pop-up menu and then click the title of the desired module, such as **Data Acquisition** (Figure 25).

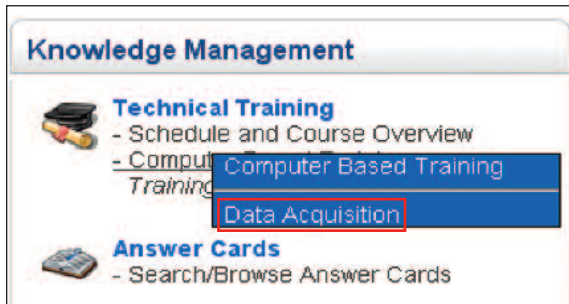


Figure 25 – Accessing a Specific CBT

Summary

This User's Guide provides only a brief overview of the TSA Portal and several of its key features. Many additional resources are available that are not detailed here. We encourage you to explore the TSA Portal in depth by following its many navigation links to familiarize yourself with the self-help tools and additional resources available therein.

The portal also contains detailed contact information allowing you to call or e-mail a Technical Support Specialist in your specific region of the world, to provide feedback on the content and usability of the TSA Portal, and to share Best Practices with your fellow users.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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