



# TANKTEL<sup>®</sup> Tank Telemetry

## Internet Telemetry Users Guide

Rev 2.0

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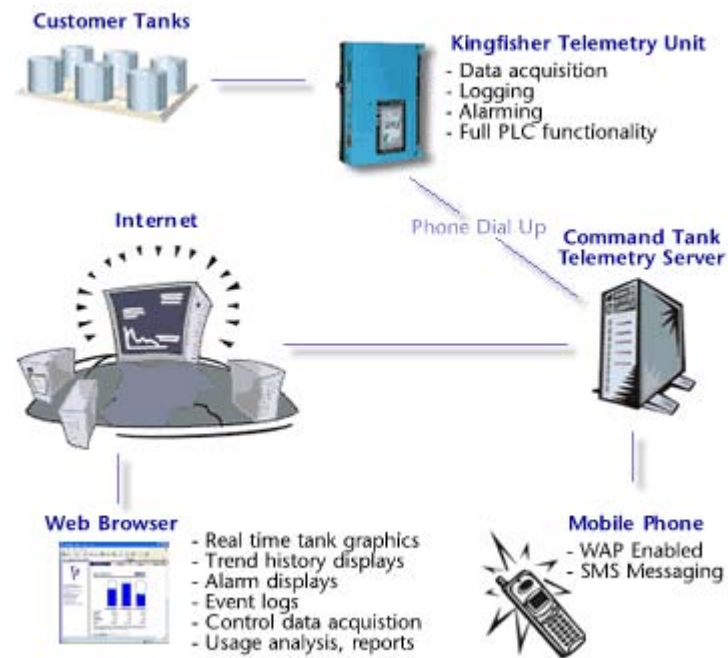
<http://www.tanktel.com>

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# System Overview

The TANKTEL® Tank Telemetry system provides you with access to site level information from your web browser. Behind the scenes a network of field telemetry units and tank telemetry servers gather and maintain the data so it is instantly available to you from wherever you can get access to the Internet.



This user guide is primarily concerned with the web browser user interface, although some reference will be made to the "behind the scenes" functions where it is required.

For detailed information on WAP access via mobile phones and other WAP enabled devices such as Palm and Pocket PC based devices, please refer to the "TANKTEL® Tank Telemetry WAP/SMS Users Guide".

# Getting Started

Access to the TANKTEL® Tank Telemetry Internet system is via the web site located at:

<http://www.tanktel.com>

You must initially obtain a username and password to gain access to the system. This will be obtained in one of two ways:

## The Master User

Each supplier may be set up to monitor one or many customer sites. The supplier, when first becoming a user of the TANKTEL® Tank Telemetry System, is allocated a "master user" username and password. Only one master username/password is issued as this user has special access rights as described in the "Master User" section of this manual. In particular, the master user has the ability to create additional usernames and passwords to allow others access to the system. The master user can control which sites each user is able to view, as well as what functions the user can exercise (eg. Changing alarm settings, initiating manual refreshes of site levels, running reports etc.).

## General Users

If you are not a master user, then you must obtain your username and password from the master user controlling the sites you have access to.

## Logging On

To log on to the system, go to the tank telemetry web site and enter your username and password, then click on the "Submit" button.



The image shows a screenshot of a web form titled "Registered User Logon". The form has a light blue background and contains the following elements: a key icon next to the title, a "Username:" label followed by a text input field, a "Password:" label followed by a text input field, and a "Submit" button at the bottom.

You will then see the main menu as described below. From here you can view tank levels, trend graphs, alarm pages, run reports and control your user profile settings.

Please note that after a period of time the initial password you were allocated will expire. You will be prompted when this occurs and asked to enter a new password. You can also change your password at any time.

There are additional options for logging on, such as the ability to log on automatically when you go to the web site. These features are described in detail later.

## The Main Menu

After logging on, the display will appear as below. When you first log on, the main data area of the display shows a welcome message, along with any news related to new features, planned system outages etc.



The list of customer sites on the left hand side will reflect the list of sites you have access rights to.

The blue menu bar across the top will drop down as you mouse over the top level items to reveal further options.

Note that the "Tank Status" and "Trend" menu options will not be active until you have selected a site from the left hand menu where the available sites are listed. This is described in detail below.

If "CLICK HERE FOR NEW ALARMS" is displayed, it means that there are tanks currently in a low level alarm condition which have not been acknowledged by you, or another user with access to the same sites. See the section on the "Alarm Display" later in this guide for information on handling alarms.

# Selecting and viewing site data

The sites which you have been granted access rights to are displayed in menu on the left hand side.



- 🌐 Site Overview
- ⚙️ ABC Plastics
- ⚙️ Golden Mile Mine
- ⚙️ HRH Manufacturing

Clicking on "Site Overview" displays a summary of all sites with their current levels and any alarm conditions:

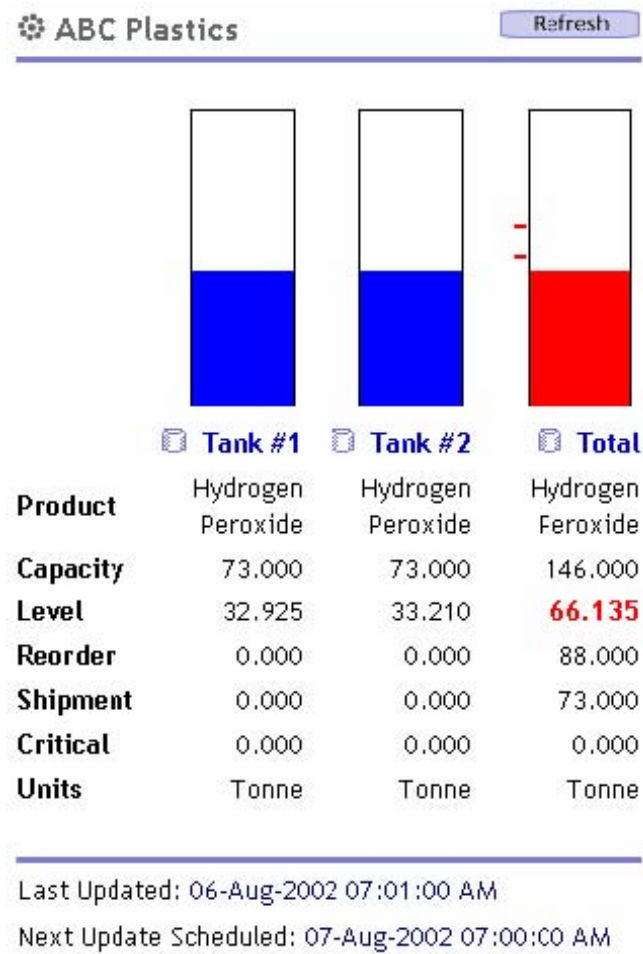
## 🌐 Site Overview

⚙️ ABC Plastics		Last Read: 06-Aug-2002 07:01:00 AM			
Tank Description	Product (Units)	Capacity	Reorder	Level	Alarms
<input type="checkbox"/> Tank #1	Hydrogen Peroxide (Tonne)	73.000		32.925	
<input type="checkbox"/> Tank #2	Hydrogen Peroxide (Tonne)	73.000		33.210	
<input type="checkbox"/> Total	Hydrogen Peroxide (Tonne)	146.000	88.000	66.135	Shipment

⚙️ Golden Mile Mine		Last Read: 06-Aug-2002 07:00:00 AM			
Tank Description	Product (Units)	Capacity	Reorder	Level	Alarms
<input type="checkbox"/> Tank #1	Hydrogen Peroxide (Tonne)	105.000		47.692	
<input type="checkbox"/> Tank #2	Hydrogen Peroxide (Tonne)	105.000		47.282	
<input type="checkbox"/> Total	Hydrogen Peroxide (Tonne)	210.000	126.000	94.974	Shipment

Note that clicking on the site name will take you straight to the site detail display. Clicking on a tank name will take you straight to the tank detail display.

Clicking on a site name in the left hand menu (or on the Site Overview display) will display the site detail:



The key elements of this display are as follows:

**Capacity** The capacity of the tank. The units used are displayed at the bottom.

**Level** This is the current tank level. If the level is below any of the alarm points, it will be displayed in red.

**Reorder** This is the reorder alarm point. It is normally set at the point at which the reordering process to replenish the tank should be initiated. This, and all alarm levels, can be changed from the tank detail display which is accessed by clicking on the tank graphic or tank name.

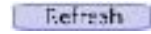
**Shipment** This is alarm point at which shipment of stock to the site should normally have taken place.

**Critical** This alarm point should be set at a level which the tank should never reach, ie. the delivery to the site will have

taken place before the tank gets to this level. Urgent action would normally be required if ever this level is reached.

**Last Updated** This shows the date and time when the levels were last read by the telemetry server. Normally sites are only read periodically - anything from once every few hours to once a day depending on the typical usage profile for the tank. If an immediate update of the tank levels is required this can be initiated with the "Refresh" button described below.

**Next update** This shows the date and time when the next scheduled reading of tank levels will occur.



Clicking this button causes the telemetry server to immediately dial the site and

update the tank levels. After clicking the button the message "Demand Refresh Queued" will be displayed. After clicking the button the message "Demand Refresh Queued" will be displayed. After clicking the button the message "Demand Refresh Queued" will be displayed.

**Tank Graphics** These show graphically the current level of the tank. The red bars on the side of the tank show the various alarm level settings. Clicking on a tank graphic (or the tank name) will take you directly to the tank detail display.

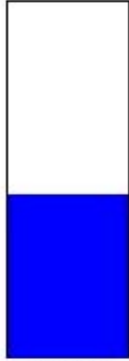
**Total Tanks** On some sites (such as the example pictured above) you will see a "Total" tank. This is not a physical tank but is actually a representation of the totals of two or more tanks on the site. This is an important feature as often there are multiple tanks holding the same product and alarms are relevant only to the combined contents of both tanks.

The status page will refresh automatically every 60 seconds until the read is completed.

# The Tank Detail Display

Access this display by clicking on the tank graphic displayed in the Site Detail display described above, or anywhere else a tank name is displayed on the web site, eg, the Alarm Display and Site Overview Display.

Golden Mile Mine Tank #1



<b>Capacity</b>	105.000	<b>Reorder Level</b>	0.000
		<b>Shipment Alarm Level</b>	0.000
		<b>Critical Level Alarm</b>	0.000
		<b>High Level Alarm</b>	0.000
		<b>Maximum Fill Level</b>	0.000
		<b>Reorder Quantity</b>	22.000
		<b>Product:</b>	Hydrogen Peroxide

**47.692**  
Tonne

- CHANGE ALARM SETTINGS
- ENTER DISPATCH
- ENTER DELIVERY

[\(\(•\)\) CLICK HERE FOR NEW ALARMS!](#)

**Level Search**

Allows you to find the level of this tank at any date and time.  
Date/Time is local time (GMT +9.5 )

Search Date:  (DD-MMM-YYYY)

Search Time:  (HH:MM - optional)

The functions displayed on this screen, such as changing alarms settings and entering dispatch/delivery data will only be visible if you have been granted access rights to these functions.

## Order History

Depending on your access rights, order information will also be displayed under the tank graphic as illustrated below. This will show the last order, dispatch and delivery to the tank.

Order Information		
Last Orcer:	26-Feb-2002 08:47 422912ccru1071872	22.000 Tonne
Last Dispatch:	21-May-2002 08:50	21.350 Tonne
Last Delivery:	02-Aug-2002 10:46 452412ccru1071682	21.550 Tonne

## Level Search

The level search allows you to enter any date and time and find what the tank level was at that time, for example:

Level Search		
Allows you to find the level of this tank at any date and time. Date/Time is local time (GMT +9.5 )		
Search Date:	<input type="text" value="01-May-2002"/>	(DD-MMM-YYYY)
Search Time:	<input type="text" value="07:00"/>	(HH:MM - optional)
<input type="button" value="Submit"/>		

**The level reading closest to the search date was at 01-May-2002 05:01.  
The level was 38.358 Tonne**

After entering a date and time and clicking "Submit" the level reading taken closest to the entered date/time is displayed.

It is important to note that even though the level may only be polled once per day, the field RTU (Remote Telemetry Unit) gathers data continuously whenever there is a change in level. This logged data is automatically uploaded into the level history whenever a regular poll of the site occurs. For this reason you can expect the level history maintained to be quite detailed.

Older model telemetry units, such as the Kingfisher Series 1 do not have this capability.

## Changing Alarm Settings

[CHANGE ALARM SETTINGS](#)

Depending on your access rights, the above link will be displayed on the tank detail display. Clicking on it allows you to change the reorder point and other alarm settings:

**Change Alarm Settings**

Kimberly Clark - Tantanoola - Total	
Reorder Level	<input type="text" value="126.000"/>
Shipment Alarm Level	<input type="text" value="100.000"/>
Critical Level Alarm	<input type="text" value="0.000"/>
High Level Alarm	<input type="text" value="0.000"/>
Maximum Fill Level	<input type="text" value="0.000"/>
Reorder Quantity	<input type="text" value="22.000"/>
	<input type="button" value="Submit"/>

Make any required adjustments and click the "Submit" button to save them. The system event log will record all changes to the alarm settings with the date and time and who made them. This log is viewable under the "Reports" menu.

Changes made to alarm settings will be immediately visible to all users who have access to the customer site/tank.

## Entering Order, Dispatch & Delivery Data

- [ENTER ORDER](#)
- [ENTER DISPATCH](#)
- [ENTER DELIVERY](#)


If you are using the TANKTEL® Tank Telemetry SAP link, order information is automatically transmitted to your SAP system, or can be entered from the web site manually and then automatically transmitted to SAP. This section of the user guide is for users NOT utilizing the SAP link.

Refer to the "TANKTEL® Tank Telemetry SAP Link" users guide for details on setup and use of the SAP link.

Depending on your access rights, the above links will be displayed on the tank detail display. Clicking on the respective link allows you to enter order, dispatch and delivery information.


### Enter Order

Enter the order quantity and SAP order number. The order number does not necessarily need to be associated with SAP, it can be whatever reference number you wish to associate with the order. The order date/time will default to the current date and time. You can adjust it as required and click "Submit" to record.

Kimberly Clark - Tantanoola	
Tank:	<input type="checkbox"/> Total
Capacity:	210,000 Tonne
SAP Order Number:	<input type="text"/>
Ordered Quantity:	<input type="text" value="22"/>
Order Date:	<input type="text" value="06-Aug-2002"/> 
Order Time:	<input type="text" value="13:51"/>
<input type="button" value="Submit"/>	


## Enter Dispatch

Enter the dispatched quantity. The dispatch date/time will default to the current date and time. You can adjust it as required and click "Submit" to record.

Kimberly Clark - Tantanoola	
Tank:	<input type="checkbox"/> Total
Capacity:	210,000 Tonne
Dispatched Quantity:	<input type="text"/>
Dispatch Date:	<input type="text" value="06-Aug-2002"/> 
Dispatch Time:	<input type="text" value="13:44"/>
<input type="button" value="Submit"/>	

## Enter Delivery

Enter the delivered quantity and the delivery number if applicable. The delivery date/time will default to the current date and time. You can adjust it as required and click "Submit" to record.

Kimberly Clark - Tantanoola	
Tank:	<input type="checkbox"/> Total
Capacity:	210,000 Tonne
Delivery Number:	<input type="text"/>
Delivered Quantity:	<input type="text"/>
Delivery Date:	<input type="text" value="06-Aug-2002"/> 
Delivery Time:	<input type="text" value="13:37"/>
<input type="button" value="Submit"/>	

## Correcting Entry Errors

If an error is made with an order/dispatch/delivery entry, this can only be reversed by a designated "master user". To delete an entry use the "Order & Delivery Report" under the "Reports" menu. If you are a master user, additional options will be displayed on this report to assist you in identifying and deleting unwanted entries. This is explained in detail in the "Reports" section of this guide.

## Use of the menus to access Site & Tank detail displays

Once a site has been selected from the left hand menu or some other means, the "TANK" menu at the top of your browser window becomes active and can be used as a shortcut to get back to the site detail or any individual tank detail display.

TANK STATUS	TREND
Golden Mile Mine	
Tank #1	
Tank #2	
Total	

The first item in the drop down menu will take you directly to the Site Detail display. The following items will tank you directly to the relevant tank detail display.

Similarly, the "TREND" menu is also activated for direct access to a variety of different trend history graphs. This is described in detail below.

## Trend Displays

To access a trend display for a given tank, first select the site by clicking on it in the menu of sites on the left of the screen, or via another page such as the Site Overview.

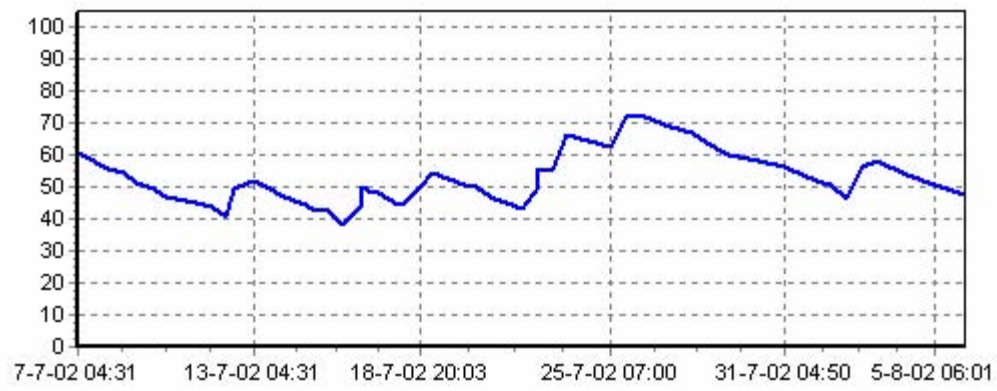
The trend menu will then be active for that site, and will remain active for that site until a different site is selected.



The first level of this menu lists each of the tanks. If you click on one of the tanks without clicking on one of the items in the sub menu which appears, you will see a monthly trend graph for that tank.

To go straight to a different time period, select a period from the sub menu which appears.

### Golden Mile Mine - Tank #2



**Product:** Hydrogen Peroxide  
**Units:** Tonne

Monthly Trend

With the trend graph displayed, you can select a different period to graph by using the drop down selector at the bottom right of the graph.

Depending on your access rights, additional options associated with the tank displayed will also be available:

- CHANGE ALARM SETT NGS
- ENTER ORDER
- ENTER DISPATCH
- ENTER DELIVERY

#### Level Search

Allows you to find the level of this tank at any date and time. Date/Time is local time (GMT +9.5 )

Search Date:  (DD-MMM-YYYY)

Search Time:  (HH:MM - optional)

The use of these functions is described in detail earlier under the "Tank Detail Display".

# The Alarm Summary

The alarm display can be accessed by clicking the "ALARM" menu item:

## Alarm Summary

[Acknowledge Alarms](#)

Site	Tank	Status	Alarm Time	Alarm	Limit	Current
Linpac Mouldings Ply Ltd 3365	LL722	<b>NEW</b>	Set Status 06-Aug-2002 13:06	Reorder	25	23.0 Tonnes
ABM Plastics 1001	LL411	<b>Current</b>	Set Status 19-Feb-2002 11:00	Reorder	10	0.0 Tonnes
ABM Plastics 1001	LL411	<b>Current</b>	19-Feb-2002 11:00	Critical	5	0.0 Tonnes

The alarm summary will firstly list new alarms which have not yet been acknowledged. These are shown with a status of "NEW". If there are any tanks with un-acknowledged alarms, the "Acknowledge Alarm" button will be displayed at the top if you have been granted access rights to acknowledge alarms.

Clicking this button will acknowledge all NEW alarms and change the status to "Current".

Note that alarms will remain on the display until BOTH the alarm itself has cleared (through the tank being replenished) AND the alarm has been acknowledged. If there are any tanks for which the alarm condition has cleared, but the alarm has not yet been acknowledged, a line will appear like the following:

ABC Plastics	Total	Cleared (Unacknowledged) 25-Jul-2002 07:01	22-Jul-2002 07:01	Reorder	88	66.135 Tonne
--------------	-------	---	-------------------	---------	----	--------------

As soon as the "Acknowledge Alarm" button is pressed, these entries will be removed completely from the alarm summary.

Under the NEW alarms will be displayed current alarms for which no further action has yet been taken. These are indicated with a status of "Current".

The first occurrence of an alarm for a particular tank will provide a "SET STATUS" link. Clicking on this will allow you to change the status of the tank alarm:

**Set Alarm Status**

⚙ Kimberly Clark - Millicent	
Tank:	<input type="checkbox"/> Total
Alarm:	Reorder
Alarm time:	26-Jul-2002 07:31
Current Status:	<b>Current</b>
Set Status to:	<input checked="" type="radio"/> No Action Taken <input type="radio"/> Ordered <input type="radio"/> Dispatched <input type="radio"/> On Hold
<input type="button" value="Submit"/>	

Ordered: An order has been entered for resupply of the tank. For a record of the order details within the tank telemetry system, use the ENTER ORDER link on the tank detail or tank trend window to enter the details.

Dispatched: Product has been dispatched to the tank. Again, dispatch details can be entered from the tank detail or tank trend windows.

On Hold: Set the status to On Hold when there is a level alarm but this is not of immediate concern. For example, the level transmitter on the tank may be undergoing maintenance, the plant may be shut down or the customer does not want resupply for some other valid reason.

Note that if a dispatch or order is entered from the tank detail or tank trend displays, any current alarms will automatically have their status set accordingly.

Sites with a status of Ordered, Dispatched or On Hold will be listed underneath the sites with a status of "Current".

When the status has been changed, it will appear as follows:

⚙ Kimberly Clark - Millicent	<input type="checkbox"/> Total	<b>Current</b>	<b>Ordered</b>	26-Jul-2002 07:01	Reorder	88	66.135 Tonne
------------------------------	--------------------------------	----------------	----------------	-------------------	---------	----	--------------

Clicking on the "Ordered" link will allow further changes to the status to be made.

# Reports

The TANKTEL® Tank Telemetry system offers a range of different reports to assist with analysis, consignment stock reconciliation and other tasks. The “REPORTS” option on the main menu lists the available options.

REPORTS	ADMIN	CONTACT
Level & Event Data Report		
Tank Current Level Report		
Period Usage Report		
Order & Delivery Report		
Tank Ullage Report		
Site List		
Site Detail		
Site Status		

If you click on the “REPORTS” heading itself, you will see a summary of the report options and a brief description of their purpose as illustrated below:

<b>Reports Menu</b>
<b>Level &amp; Event Data Report</b> Allows you to view historical tank level data (the actual level readings) and system events (alarm acknowledgements, read failures, alarm settings changes etc) for one or all sites.
<b>Tank Current Level Report</b> Lists the current tank level for all sites you have access to.
<b>Period Usage Report</b> Allows you to nominate a date/time range and report on the total usage over the period for a single nominated site, or for all sites you have access to. Period usage is calculated

Select the required report from the Report menu or from the Report Options screen. The report will either be generated immediately, or you will be prompted for report parameters depending on the nature of the report itself.





Suppliers who have had custom generated reports prepared for their specific needs will see these reports listed in the available options. Customised reports are not covered in this user guide.

## Level & Event Data Report

This report allows you to view individual level readings, and/or the log of events such as operator and system events affecting one or more sites.

### Level & Event Data Report

This report allows you to view historical tank level data and system events for one or all sites. Enter the required criteria followed by either the 'View Event Log' or 'View Tank Level Log' buttons.

Date from:	30-Jul-2002	07:00		Defaults to one week ago
Date to:	06-Aug-2002	07:00		Defaults to today
Site:	- All sites - 			Defaults to all sites
Event Type:	- All Events - 			Defaults to all events (Event Log Report only)
<a href="#">View Tank Level Log</a>		<a href="#">View Event Log</a>		

Select the date and time range required, along with the site and event type options. Note that the time used for the report will be remembered so that when you return to run this report at a later time the same time range will be applied by default.

This principle applies across all reports and is useful for stock reconciliation purposes where it is required to generate reports at a particular time each day.

Click the button relevant to the report required to display the results:

### Tank Level History Log

Date	Time	Site	Tank	Level	Units
06-Aug-2002	07:00	Golden Mile Mine	Tank #1	47.692	Tonne
06-Aug-2002	07:00	Golden Mile Mine	Tank #2	47.282	Tonne
06-Aug-2002	07:00	Golden Mile Mine	Total	94.974	Tonne

### Level & Event Data Report

Date	Time	User	Site	Tank	Event
06-Aug-2002	07:00		Golden Mile Mine	Total	Low Level Alarm Reached: 94.974Tonne
05-Aug-2002	13:48		HRH Manufacturing	Peracetic Acid #1	Low Level Alarm Cleared: 19.167Tonne
03-Aug-2002	07:01		Golden Mile Mine	Total	Low Level Alarm Cleared: 115.999Tonne

## Tank Current Level Report

This report shows the current level for all sites which you have access to:

### Tank Level Report

Report Date: 07-Aug-2002 03:53:08 PM					
Site Name	Tank	Capacity	Units	Reorder	Current Level
ABC Plastics	Tank #1	73 Tonne			32.925
	06-Aug-2002 07:01:00 AM Tank #2	73 Tonne			33.21
	Total	146 Tonne	88		66.135
Golden Mile Mine	Tank #1	105 Tonne			47.692
	06-Aug-2002 07:00:00 AM Tank #2	105 Tonne			47.282
	Total	210 Tonne	126		94.974



## Period Usage Report

This report shows total usage for each tank, for all sites which you have access to. Total usage is calculated as:

Period Usage = Opening stock level - Closing stock level + Deliveries



### Period Usage Report

Allows you to nominate a date/time range and report on the total usage over the period for a single nominated site, or for all sites you have access to. Period usage is calculated as opening stock level - closing stock level + deliveries.

Date from:	<input type="text" value="30-Jul-2002"/>	<input type="text" value="07:00"/>		Defaults to one week ago
Date to:	<input type="text" value="06-Aug-2002"/>	<input type="text" value="07:00"/>		Defaults to today
Site:	<input type="text" value="- All sites -"/>			Defaults to all sites
<input type="button" value="Show Report"/>				

Enter the report criteria as illustrated above, followed by "Show Report".

### Period Usage Report



Report Date: 06-Aug-2002 23:11						
Report shows total product usage for the entered date range:						
Date From: 30 Jul 2002 07:00						
Date To: 06 Aug 2002 07:00						
Site Name	Product	Opening Level	Closing Level	Deliveries	Total Usage	Units
 ABC Plastics	Hydrogen Peroxide	55.083	44.957	21.64	31.77	Tonne
 Golden Mile Mine	Hydrogen Peroxide	116.563	94.974	21.55	43.14	Tonne

## Order & Delivery Report

This report lists all orders, shipments and deliveries for a nominated site.

### Order & Delivery Report

Allows you to nominate a date/time range and report on the total usage over the period for a single nominated site, or for all sites you have access to. Period usage is calculated as opening stock level - closing stock level + deliveries.

Date from:	<input type="text" value="30-Jul-2002"/>	<input type="text" value="07:00"/>		Defaults to one week ago
Date to	<input type="text" value="06-Aug-2002"/>	<input type="text" value="07:00"/>		Defaults to today
Site:	<input type="text" value="-Select Site -"/>			Defaults to all sites
<input type="button" value="Show Report"/>				

Enter the report criteria as illustrated above, followed by "Show Report". Note that unlike the previous reports, a site must be selected.

### Order & Delivery Report

Report Date: 06-Aug-2002 11:18:44 PM							
Report shows orders, dispatches and deliveries for the entered date range:							
Site: HRH Manufacturing							
Date From: 03-Jul-2002 07:00:00 AM							
Date To: 06-Aug-2002 07:00:00 AM							
Date/Time	Product	Order No	Order Qty	Dispatch Qty	Delivery No	Delivery Qty	Units
03-Jul-2002 23:55	50% H2O2				014708	22.800	Tonne
09-Jul-2002 05:00	50% H2O2				014743	22.900	Tonne

If the user running the report is a master user, additional options will be displayed on the report output allowing deletion of incorrect order/delivery entries.

<input type="checkbox"/>	24-Jul-2002 08:09	Hydrogen Peroxide				447044ccru1071661	21.440	Tonne
<input type="checkbox"/>	01-Aug- 2002 11:28	Hydrogen Peroxide				452404ccru1072267	21.640	Tonne

**Delete Selected Entries**

NOTE: To modify an entry, delete it and re-add it. Deletion is not reversible, so double check your actions first. Only designated master users have access to deletion of order and delivery entries.

Checkbox the entries to be deleted, followed by the "Delete Selected Entries" button.

## Tank Ullage Report

This report lists for all sites/tanks you have access to the capacity remaining in each tank.

### Tank Ullage Report

Report Date: 06-Aug-2002 11:21:34 PM				
Site Name	Tank	Capacity	Units	Ullage
ABC Plastics	Tank #1	73	Tonne	40.075
06-Aug-2002 07:01	Tank #2	73	Tonne	39.790
	Total	146	Tonne	79.865
Golden Mile Mine	Tank #1	105	Tonne	57.308
06-Aug-2002 07:00	Tank #2	105	Tonne	57.718
	Total	210	Tonne	115.026
HRH Manufacturing	Hydrogen Peroxide #1	43	Tonne	28.867
06-Aug-2002 15:54	Peracetic Acid #1	35.84	Tonne	10.363

## Site List Report

This report lists basic configuration information for each site you have access to. Use the Site Detail Report to view more complete details about an individual site.

### Site List Report

ABC Plastics							
RTU Type:	Kingfisher Series II V1.30+						
Tank Details:	Channel	Description	Range	Units	Reorder	Shipment	Critical
	1	Tank #1	0 - 73	Tonne			
	2	Tank #2	0 - 73	Tonne			
	3	Total	0 - 146	Tonne	88	73	

Golden Mile Mine							
RTU Type:	Kingfisher Series II V1.30+						
Tank Details:	Channel	Description	Range	Units	Reorder	Shipment	Critical
	1	Tank #1	0 - 105	Tonne			
	2	Tank #2	0 - 105	Tonne			
	3	Total	0 - 210	Tonne	126	100	

HRH Manufacturing							
RTU Type:	Kingfisher Series II V1.30+						
Tank Details:	Channel	Description	Range	Units	Reorder	Shipment	Critical
	1	Hydrogen Peroxide #1	0 - 43	Tonne	12	10	
	2	Peracetic Acid #1	0 - 35.84	Tonne	10	6	

## Site Detail Report

This report lists detailed configuration information for a nominated site.

### Site Detail Report

Allows you to display full site and tank details for the selected site.

Site:

Select the site required, followed by the "Show Report" button.

### Site Detail Report

Golden Mile Mine	
Customer No:	DP0001
Address:	123 Smith St. Colinsville QLD 4391
RTU Type:	Kingfisher Series II V1.30+
Time Zone:	GMT +9.5
Poll Start Time:	07:30
Poll Enc Time:	17:00
Poll Frequency:	1440 min
Poll Days:	Mon Tue Wed Thu Fri Sat Sun
% Change Logging:	5%
Time Interval Logging:	60 min
Call Costs:	Flagfall: 22 cents Peak hour range: 7am to 7pm Peak Rate: 22 cents/minute Off Peak Rate: 16 cents/minute
Tank 1: Tank #1	
Product:	Hydrogen Peroxide
Raw Value Range:	0 - 32760
Engineering Units Range:	0 - 105 Tonne
Reorder Quantity:	22 Tonne
Include Tank In Reports:	No

## Site Status Report

This report lists the current operational status of each site you have access to, including when the site was last read, when it is next due to be read, and any error conditions associated with the site. These error conditions relate to the ability of the telemetry server to read the data rather than actual tank level alarm conditions.

Typical reasons for an inability to read a site are a faulty phone line on the site, noisy phone lines, power outages on site or equipment failure.

### Site Status Report

Report Date: 06-Aug-2002			
Site Name	Last Read	Next Due	Status
ABC Plastics	06-Aug-2002 07:01	07-Aug-2002 07:00	Ok
Golden Mile Mine	06-Aug-2002 07:00	07-Aug-2002 07:00	Ok
HRH Manufacturing	06-Aug-2002 15:54	07-Aug-2002 07:00	Ok

# Administration Options

Administration options are all contained in the "ADMIN" menu. The contents of this menu will vary depending on whether or not you are a master user. A typical menu for a standard (non master) user is:

ADMIN	CONTACT US
Change My Password	
Manuals & Forms	
View My User Profile	

For a master user, the menu will appear as follows:

ADMIN	CONTACT US
Change My Password	
Manuals & Forms	
View My User Profile	
Edit My User Details	
Add & Edit Other Users	
DRP Options	

The first three options are common to all users. Note that if you have configured your browser to log you on to tank telemetry automatically, the "Change My Password" option will not be available and an additional menu option for clearing the automatic logon displayed as illustrated below:

ADMIN	CONTACT US
Manuals & Forms	
View My User Profile	
Clear Auto Logon	

Each of the available options will be discussed in detail. For detailed information on configuring the automated logon facility, refer to the "Add & Edit Other Users" and "Automated Logon" sections of the guide below.

## Change My Password

This option allows you to change your logon password. A range of different password setting rules are available, including:

- Setting a minimum password length.
- Setting the number of days before a password will expire.
- Setting the minimum number of days before an old password can be reused.
- Force inclusion of upper case characters
- force inclusion of lower case characters
- Force inclusion of a mixture of upper and lower case characters
- Force inclusion of special characters, eg. !@#\$%^&\*()

Which of these password setting rules applies to you is configured at the system administration level. Contact Command Software if you would like the rules applying to your company to be changed.

The "Change My Password" window will prompt you as to any password setting rules which you must adhere to:

### Change My Password

Enter your current password, followed by the new password. The password setting rules are:

- Minimum password length: 5 characters

Current password:

New password:

Confirm new password:

Enter your current password, and then your new password (twice for confirmation), followed by the "Submit" key to confirm the change.

Note that when your password expires, you will be automatically prompted to change it when you log on.

## Manuals & Forms

This window allows you to access various downloadable manuals and forms applicable to tank telemetry. The range of options available to you will depend on your access rights. The following options are available to all users:

### Download User Guides & Forms

All forms and user guides are in Adobe Acrobat **PDF** format, a free Adobe Reader can be downloaded from <http://www.adobe.com>.



Command Tank Telemetry User Guide.



Command Tank Telemetry WAP & SMS User Guide.



Site Monitoring Order Form.

Note that, as explained on the page, you will need to have Adobe Acrobat installed on your workstation in order to view and/or print any of the documents.

## View My User Profile

This allows you to view the information held on file for you to make sure it is correct. It will also show you the sites for which you are configured to receive email notifications and SMS alerts when level alarms occur.

If you are not a master user, you will be unable to change any of this information. Enter a "Support Request" from the "Contact Us" menu to request any changes.

### My Profile Details

Following are the details held on file for you. If you need any changes made to these details, please enter a Support Request (under the Contact Us menu).

Demonstration User , Command Software Pty Ltd		
User ID	teldemo	
Full Name	Demonstration User	
Company	Command Software Pty Ltd	
Email	info@tanktel.com	
Phone	07 5569-0111	
Mobile		
Access Rights		
Enable SMS messages	NO	
Enable WAP access	NO	
Change alarm settings	NO	
Perform manual refreshes	YES	
Acknowledge alarms	NO	
Enter deliveries	NO	
View SAP order data	NO	
Enter SAP order data	NO	
Allow automated (cookie) logon	NO	
Site Alarm Notifications		
Site	Email Alerts	SMS Alerts
ABC Plastics	YES	NO
Golden Mile Mine	YES	YES
HRH Manufacturing	YES	YES

## Add & Edit Other Users

This option is only available to Master Users, and allows you to add additional users to the system, assign them access rights, and determine receipt of alarm emails and SMS notifications.

Select action or user to edit:	freds: Fred Smith
Edit user details below. Use the Email/SMS Actions button at the bottom of the form to edit alarm event actions for the user.	
User id:	freds <small>This is the id used to logon with</small>
Password	..... <small>Password was last set on 06-Aug-2002</small>
Full Name:	Fred Smith
Company:	ABC Chemical Company
Phone:	07 5569-0111
Email Address:	fred@abc.com.au
Mobile Phone:	0414 678345
	<input checked="" type="checkbox"/> Enable SMS messages <input checked="" type="checkbox"/> Enable WAP access
Allowed sites:	<ul style="list-style-type: none"><li>Anaconda Operations</li><li>Carter Holt Harvey Kinleith</li><li>Carter Holt Harvey Tasman</li><li>Carter Holt Harvey Tissue</li><li>GH Michell &amp; Sons</li></ul> <small>Select the required sites by clicking on them. Use Ctrl-Click to select multiple sites.</small>
Access Rights:	<input type="checkbox"/> Change alarm settings <input checked="" type="checkbox"/> Perform manual refreshes <input checked="" type="checkbox"/> Acknowledge alarms <input type="checkbox"/> Enter Deliveries <input checked="" type="checkbox"/> Allow automated (cookie based) logons
<input type="button" value="Submit"/> <input type="button" value="Delete User"/> <input type="button" value="Email/SMS Actions"/>	

The "Select action or user to edit" selector will list all current users. The option at the top of this list is to "Create New User".

User ID: This is the user ID used to log on to the site with. If you pick a user ID that is already allocated to another user you will be asked to chose a different one.

Password: This is the password used to log on to the system. Passwords can be changed for any user by the master user from this screen, in addition to the ability provided for users to change their own password as described earlier. Master users can set a password of another user to a new password, but cannot see what the current password is. If a user forgets his/her password, a new password will have to be assigned.

Full Name: The full name of the user. Please avoid using general user id's such as "Telemetry User" and register each user by name. This ensures a proper audit trail is available of all actions taken on the system. There is no limit to the number of additional users you can create.

Company: The company the user is from. You are not restricted to granting access to people from your own company, and can assign anyone you deem relevant a username and password.

Phone: The users contact phone number.

Email Address: The users email address. Check this carefully as it is the address used to email users notifications of alarm conditions and other important events.

Mobile phone: The users mobile phone number. This is the phone number that will be used to send SMS message alerts to users where applicable.

Enable SMS Messages: Check this box if you want the user to be able to receive SMS message alerts. Which sites they will receive alerts for is determined by pressing the "Email/SMS Actions" button described below.

Enable WAP Access: Check this box if you want the user to be able to access the telemetry web site via a WAP enabled mobile phone or PDA device.

Allowed sites: Select the sites which you want to be visible to this user. When the user logs on, only the sites selected here will appear in the site list and in all displays and reports throughout the system.

Select multiple sites by Ctrl-Clicking several sites. Clicking without the Ctrl key will deselect all sites and select only the site clicked on.

Access rights: Select the functions you wish to have enabled for the user.

Change alarm settings: If checked the "Change alarm settings" link will be displayed on the tank detail and trend displays.

Perform manual refreshes: If checked, the "Refresh" button will be displayed on the Site Detail display allowing users to initiate on-demand updates to tank levels.

Acknowledge alarms If checked, the "Acknowledge" button will be displayed on the Alarm display when there are new alarms. Users without this privilege will still be able to view current alarms.

Enter Deliveries If checked, the Enter Order, Dispatch & Delivery links will be displayed on the tank detail and trend windows. Users without this privilege will still see order information and be able to run order reports.

Allow automated logons Allows the user to log on automatically from a single workstation without having to log on manually each time. A cookie is sent to the users browser to facilitate this. See "Automated Logons" later in this guide for further details.

Click the "Submit" button to save any changes. Once a new users details have been saved the "Delete User" and "Email/SMS Actions" buttons will also be displayed.

## Deleting Users

To delete a user completely, click on the "Delete User" button. Note that this action is not reversible, so if you delete a user that user will need to be completely re-added from scratch as a new user if required.

## Setting Email & SMS Message Alerts

After selecting "Add & Edit Other Users" from the "ADMIN" menu, click the "Email/SMS Actions" button to display the window below.

User: teldemo - Demonstration User

Use Ctrl-Click or Shift-Click to select multiple sites

Site List		All Site Messages
ABC Plastics	->	ABC Plastics
Golden Mile Mine	<-	Golden Mile Mine
HRH Manufacturing		HRH Manufacturing

	Dial Out / RTU Alarms Only
->	
<-	

	Tank Level Alarms Only
->	
<-	

	SMS Messages
->	ABC Plastics
<-	Golden Mile Mine

NOTE: SMS messages will only be sent for events allocated above for email actions.

All the sites which the user has access to are listed on the left hand side. The top three lists on the right hand side relate to email notification of alarm events. Sites should be assigned to "Dial Out / RTU Alarms" to receive notification whenever a site cannot be accessed by the telemetry server, to "Tank Level Alarms Only" to receive only email notifications concerning tank levels, OR to "All Site Messages" to receive notifications about both RTU alarms and tank levels.

You can optionally add SMS message notification to any of the above events by assigning the site to the "SMS Messages" section. If a site is listed in the "SMS Messages" section the system will look to see what email events the user is listed to receive concerning the site, and also send SMS messages for those events.

If you have a site assigned to the "SMS Messages" section, but it is not assigned to any of the Email event sections above, then no SMS message will be sent.

## Disaster Recovery Plan Options

The TANKTEL® Tank Telemetry system provides a DRP process to allow access to tank telemetry data in the event that the tank telemetry web site is inaccessible for any reason.

This involves having a designated supplier contact having a copy of the TANKTEL® Tank Telemetry (Windows) software installed on a local PC. This software provides similar functionality to the Internet based system, although without some options such as email and SMS alerts.

Setting up the DRP options screen will result in the configuration of all telemetry sites being packaged up and emailed to a designated contact on a regular basis. This will include all current alarm settings and a record of the tank levels as at the time the files are sent.

To implement the DRP this designated person simply unzips the configuration files into the directory the windows software is installed in (described in detail below), and can then dial the sites to obtain level updates locally from that PC via a modem.

**DRP Options - Degussa Peroxide Limited**

Enter the contact details where DRP files should be emailed, and indicate which day(s) of the week the files should be sent.

Contact Name	<input type="text" value="Colin Allen"/>
Email Address	<input type="text" value="colin@commandsoftware.com.au"/>
Days of week to send DRP files	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun

The latest version of the Command Tank Telemetry (Windows) software, for use with DRP files, can be downloaded below:

 [Download Command Tank Telemetry \(Windows\) Software V2.31 \(2.2Mb\)](#)

 [Command Tank Telemetry \(Windows\) User Guide. PDF Format \(755Kb\)](#)

The contact name and email address is the location where the DRP files will be emailed to. The emails will be sent on the days indicated underneath. Normally once a week would be sufficient, however if you frequently change alarm settings or want a more frequent record of the current file set a greater frequency can be selected.

The email will be sent out at approximately 02:00am on the days indicated, and will have the following characteristics:

From: Telemetry Server  
Subject: Telemetry DRP Backup DD-MMM-YYYY  
(where DD-MMM-YYYY is the date the files were created,  
eg. 07-Aug-2002)

File Attachment: TelemetryBackup\_YYYYMMDD.zip  
(where YYYYMMDD is the date, eg. 20020807)

By clicking the "Send DRP Files Now" button a DRP file set will be created and immediately emailed, independent of the regular mailing schedule for the files.

## License Restrictions

Registered user of the TANKTEL® Tank Telemetry (Internet) service are entitled to install and use the windows software on up to three personal computers to be used operationally only when the Internet site is inaccessible for any reason.

On the expiration of the monitoring contract all copies of the software must be removed from all computers.

# Automated Logons

Normally when you visit the home page of the tank telemetry web site you are required to log on with your username and password. It is possible for users to be granted access to automated logons removing the need to log on each time.

In the interests of security, automated logons can only be allowed at a single workstation for each user. You will still be able to log on from other workstations, but will have to enter your username/password to do so.

## How it works

Automated logons work by sending a "cookie", which is a small piece of identifying information commonly used by web applications, to your browser when you first log on. When you return to the web site at that same workstation in the future, the web site will detect that cookie and log you on automatically without you having to enter your username and password.

## Administration Requirements

The designated master user will need to enable your access to automated logons. How this is done is described earlier in the "Add & Edit Other Users" section.

## Logging On The First Time

The first time you log on with automated logons enabled, you will see the following screen:

### Confirm Automatic Logon

Your user id is set to allow automated logons. This means that whenever you return to this workstation and browser and access telemetry, you will be automatically logged on to the system. Note that automated logon can only be enabled on one workstation at a time, but you can clear it from one workstation to allow you to use it on another.

You should only enable automated logon at your regular workstation as any person using it will have access to telemetry under your account!

Do you want to enable automated logon for user id **joeb** at this workstation?

YES - Enable Auto Logon

NO - Log on manually

The help text displayed on this screen is fairly self explanatory. If you do not wish to register automatic logons from this workstation, just click the "NO" button and you can continue normal use. If you click "YES" the cookie will be sent to you browser and thereafter you will be logged on automatically.

## Logging On At Other Workstations

With auto-logon confirmed at your primary workstation, if you attempt to logon at a different workstation you will be required to enter your username and password.

## Clearing Automatic Logon

If you wish to disable the automated logon from the workstation you originally enabled it from, you can easily do so by selecting "Clear Auto Logon" from the "ADMIN" menu.



As soon as you do this, the cookie will be removed from your workstation and you will be free to register automated logon at a different workstation.

*NOTE: Automated logon should be enabled and used with extreme caution, as anyone using your workstation will gain immediate access to the telemetry web site, which may contain commercially sensitive information.*

# Support Requests

The "CONTACT US" menu provides for two methods of obtaining technical support. Clicking on the "Contact Information" option will display contact phone numbers and names for direct contact.

Normally, support requests should be entered through the "Support Request" option. This allows you to enter your needs on line. You will receive automated email response advising you when your request has been actioned along with any additional relevant information.

<b>CONTACT US</b>
Contact Information
Support Request

## Tracking Support Requests

Selecting "Support Request" from the "Contact Us" menu will display a summary of all current support requests, allow you to view previous closed requests, and to initiate a new request.

- OPEN NEW SUPPORT REQUEST
- SHOW ONLY OPEN SUPPORT REQUESTS

My Open Support Requests			
ID	Date Created	Request Type	Status
7	05-Aug-2002 08:51:00 AM	Change Tank Data	Open

Open Support Requests From Other Users				
ID	Name	Date Created	Request Type	Status
5	Test User, Command Software Pty Ltd	04-Aug-2002 01:40:00 FM	Change Personal Data	Open
4	Colin Allen (Degussa), Command Software Pty Ltd	03-Aug-2002 06:25:00 FM	General Support	Open

My Closed Support Requests			
ID	Date Created	Request Type	Status
You currently have no closed support requests.			

To view the details of any support request, click on the ID number or the Status.

The top block lists all support requests you have personally entered. The second block lists support requests which other users who have access to the same sites you do have entered, and which they have indicated they are happy for other users to view.

Note that master users will automatically be able to view the status of support requests for any user they have created.

## Entering a New Support Request

Click on the "Open New Support Request" link. You will first be asked to select the category of the request:

### Open New Support Request

Pick a topic:

- General Support
- Change Site Data
- Change Tank Data
- Web Site Access Problem
- Field Equipment Problem
- Change Personal Data
- New Feature Request

Select the required category, followed by the "Next" button. Depending on the type of request selected, you may then be asked to select a customer site.

Support Topic: Change Tank Data

Select Site:

- ABC Plastics
- Golden Mile Mine
- HRH Manufacturing

If your request for was a change of tank data, you will then be asked to select a tank:

Support Topic: Change Tank Data

Site:

Select Tank:

- Tank #1
- Tank #2
- Total

Click "Next" and you will then be able to enter the details of your request. Note that you can use the "Back" button at any time to go back and change a previous selection.

Support Topic: Change Tank Data	
Site:	Golden Mile Mine
Tank:	Tank #1
Enter Request Details:	<div style="border: 1px solid gray; padding: 5px;">Please change the tank capacity to 100T following recalibration of the level transmitter.</div>
<input type="button" value="Back"/> <input type="button" value="Next"/>	

Click "Next" and you will be asked to nominate who should be able to view the status of your support request.

Support Topic: Change Tank Data	
Site:	Golden Mile Mine
Tank:	Tank #1
Request Details:	Please change the tank capacity to 100T following recalibration of the level transmitter.
Select who should be able to view this request:	<input checked="" type="radio"/> Only me <input type="radio"/> All users who have access to the same sites as me
<input type="button" value="Back"/> <input type="button" value="Next"/>	

Note that regardless of your selection, the designated "master user" for your sites will be able to view all support requests.

Click "Next" and you will be asked for final confirmation that all your entered information is as you want it.

Support Topic: Change Tank Data	
Site:	Golden Mile Mine
Tank:	Tank #1
Request Details:	Please change the tank capacity to 100T following recalibration of the level transmitter.
Support request visible to:	Only me
Finalise Request	Please check all items above are correct then click the "Submit" button to enter your request. You will receive automatic email notification to info@tanktel.com whenever the status of your support request changes, or if we need further information to assist.
<input style="border: 1px solid black; padding: 2px 5px;" type="button" value=" &lt;&lt; Back "/> <input style="border: 1px solid black; padding: 2px 5px;" type="button" value=" Submit "/>	

If you are happy with everything, click "Submit" and your request will be lodged. You will then receive email notification whenever the status of your support request has changed. You can also return to the "Support Requests" page to see the status at any time.

My Open Support Requests			
ID	Date Created	Request Type	Status
10	07-Aug-2002 12:06:00 PM	Change Tank Data	New Request

A support request can have the following status levels:

**New Request** The initial status of a request before any support staff have looked at it.

**Open** The request has been viewed by a support staff member and is currently being looked at.

**Need further info** Support staff need additional information to process the request. You will receive an email notifying you of this. If you then open the request from the "Support Requests" page and click on the ID number or status there will be a place for you to enter the additional information as illustrated below.

**Completed** Support staff have fully actioned the request.

**Closed** Whilst changing of the status to any of the previous levels is done by support staff, closing a support request must be done by you as described below.

**Cancelled** If ever you wish to cancel a support request you can do this, and the request will be removed from all the displays and support staff will take no further action.

## Requests for further information

If support staff need further information you will be advised by email, and can enter the additional information by opening the support item.

Support Request ID #10	
Request Type	Change Tank Data
Status	Need Further Info
Date Created	07-Aug-2002 12:06:00 PM
Date Opened	07-Aug-2002 12:09:00 PM
Date Completed	
Date Closed	
Site	Golden Mile Mine
Tank	1: Tank #1
Request Details	Please change the tank capacity to 100T following recalibration of the level transmitter.
Further info requested	Request: 07-Aug-2002 12:07:00 PM Have any of the tank linearisation requirements have changed?
Enter response:	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel Request"/>	

Enter the response to the question asked and click "Submit" to lodge it. The request status will be returned automatically to "Open" and will be processed by support staff.

## Viewing the results or reopening a support request

When a support request has been completed, you will receive email notification of any actions taken, and the status will be set to "Completed".

My Open Support Requests			
ID	Date Created	Request Type	Status
10	07-Aug-2002 12:06:00 PM	Change Tank Data	Completed <input type="button" value="CLOSE"/>

You can close the request from the "Support Requests" screen, or open the request first to view any support staff comments by clicking on the ID number or the status ("Completed" in this case).

Support Request ID #10	
Request Type	Change Tank Data
Status	Completed
Date Created	07-Aug-2002 12:06:00 PM
Date Opened	07-Aug-2002 12:09:00 PM
Date Completed	07-Aug-2002 04:07:00 PM
Date Closed	
Site	Golden Mile Mine
Tank	1: Tank #
Request Details	Please change the tank capacity to 100T following recalibration of the level transmitter.
Further info requested	Request: 07-Aug-2002 12:07:00 PM Have any of the tank linearisation requirements have changed?
	Reply: 07-Aug-2002 04:07:00 PM No, they stay as they are.
<b>Resolution</b>	Tank capacity has been changed as requested.
<input type="button" value="Reopen Request"/> <input type="button" value="Close Request"/>	

From this screen you can either "Close" the request, or if you are unhappy with the outcome and wish further action, you can click "Reopen Request".

Reopened request. Enter additional comments:	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel Request"/>	

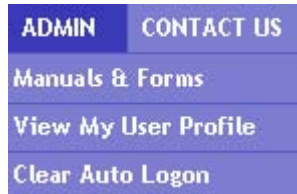
You will be asked for additional comments to clarify your requirements. Click "Submit" at this point and the request will be returned to support staff for action.

## Logging Off

To log off, click the "LOG OFF" button on the main menu.

LOG OFF

Note that if you are logged on automatically the "LOG OFF" menu item will not be displayed. In this case if you want to cancel your automatic logon and log off from the telemetry web site you should use "Clear Auto Logon" under the "ADMIN" menu.



## Further Information

For further information please contact:

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PO Box 6920  
MACKAY QLD 4741  
Australia

Ph: +61 7 54270400  
Fax: +61 7 49557338  
Mobile: +61 409 498927

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