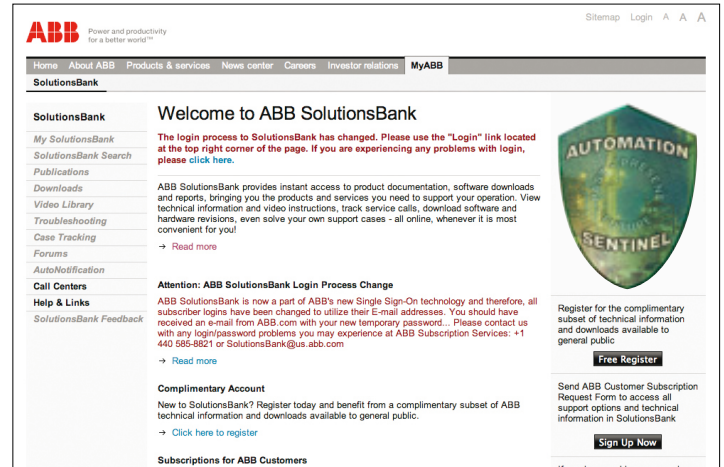# On-line access to control system support information
SolutionsBank Sentinel – Process Control Systems

Each Automation Sentinel subscription includes on-line access to premium ABB control system content, delivered through SolutionsBank.

For access, visit: http://SolutionsBank.abb.com

SolutionsBank Sentinel

Your Automation Sentinel software lifecycle management program includes SolutionsBank Sentinel. SolutionsBank Sentinel provides one user per system 24-hour access to premium ABB process control system content delivered through SolutionsBank, ABB's on-line technical support and user community solution.

Features:

SolutionsBank Sentinel features include access to Publications, Downloads and AutoNotification.

1. Publications

Technical product information content for ABB control products and systems, used by ABB service and support engineers, also available to SolutionsBank Sentinel subscribers.

– **Technical Bulletins/Application Guides**: Keep up to date with technical supplements describing system maintenance and configuration procedures.

– **Product Manuals**: Stop searching for paper copies; locate manuals for control systems on-line quickly and easily. Electronic copies of many system operation and maintenance information manuals are available on-line.
– **Change Notices**: Access engineering documents, which detail modifications and control systems enhancements, including new software releases and hardware design changes.
– **Recent Documents**: Search for recently released control system documentation by date, product or document type.

2. Downloads

Browse information by control system type and download the latest service packs, release notes and updates. New information is available in SolutionsBank upon release.

3. AutoNotification

Automatic e-mail notifications regarding technical updates and product release information, filtered according to your pre-defined installed ABB control system profile.

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Other ABB Support Services
SolutionsBank – Subscription Service

Upgrade your SolutionsBank Sentinel to a full-access SolutionsBank subscription. A SolutionsBank subscription provides 24-hour Internet access to more than 80,000 technical documents for many ABB products and systems, a wide range of proven support features, and six registered user accounts for your site.

Features:

ABB SolutionsBank features include access to Troubleshooting, Video Library, Support Case Tracking, User Forums, and My SolutionsBank.

1. Troubleshooting

KnowledgeBank[SM] includes a variety of hardware and software solutions generated from actual support cases, dynamically incorporated as they are validated. A natural language-query search engine easily locates solutions, as well as technical documentation, software and hardware release notices, and available software downloads.

2. Video Library

AVIBank[1] (ABB Video Instruction Bank) provides video instruction files, which demonstrate step-by-step procedures for ABB software products and tools. Select a topic, then watch and listen to instructions on-line. AVIBank provides just-in-time answers to frequently asked questions regarding software installation, operation, configuration, diagnostics and more.

3. Support Case Tracking

Support View[2] provides tracking capability for open technical support cases or for reviewing closed case history. You can review resolution time and total number of cases logged.

4. Forums

Forums provide an interactive environment for discussion groups by creating communication channels. Information, ideas and questions can be presented and exchanged with other users.

5. My Solutions Bank

Customize your views of SolutionsBank content based on individual preferences. Product-specific views present publications and downloads for specific products or product lines. The active view search function provides the ability to search for information within a specific product area. Optimize searches with combinations of terms and save for future use. Other features include:
– Quick product locator
– Personalized knowledge base
– User forum lists

To subscribe to SolutionsBank

Log-on to the SolutionsBank homepage—http://solutionsbank.abb.com—and follow the registration instructions.

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1 Not available for all technologies
2 Availability and conditions apply

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