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# ABB Ability™ Backup Management for electrical systems - Data Care 'Engineer' Guidelines



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## **1 Introduction**

### **1.1 This manual**

The manual contains an overview of the access levels and user rights for 'Engineer' role in ABB Ability™ Backup Management for electrical systems - Data Care. The manual describes how the 'Engineer' can use individual features and functionalities in Data Care.

### **1.2 Intended audience**

This manual addresses the users using Data Care in accessing or uploading relay information.

Basic process that can be handled by 'Engineer' in each sections of Data Care is explained here in detail with examples and screen images, wherever necessary.

### **1.3 Document revision history**

Document revision/date	History
A /April 2021	First release



Download the latest documents from the ABB Web site  
<https://new.abb.com/medium-voltage>

## 1.4 Symbols and conventions

### 1.4.1 Symbols



The caution icon indicates important information or warning related to the concept discussed in the text.



The information icon alerts the reader of important facts and conditions.



The tip icon indicates advice on, for example, how to use a certain function.

### 1.4.2 Document conventions

A particular convention is used in this manual.

- User role are indicated with quotation mark.  
'Engineer'.
- The navigation menu titles are indicated with bold.  
**User management.**
- Submenu selection wherein more information is to be fulfilled is indicated in italic and bold.  
In **User management**, click **Add user**.
- Navigation menu and Submenu selection options are indicated in italic.  
In **User management**, click **Add user** and select *Type*.
- Parameter selection is shown in `courier`.  
In **User management**, click **Add user** and select *Type* as *Subcontractor*

## **2 ABB Ability™ Backup Management for electrical systems – Data Care**

### **2.1 Description**

ABB Ability™ Backup Management for electrical systems - Data Care is an advanced data sharing and back-up service that secures technical documentation of protection and control relays throughout their entire life cycle. Data Care is a Web-based service which provides the customer with a structured storing space for technical documentation, such as relay configuration files, disturbance recordings, technical solutions, drawings and other documents. Special features such as access to documents for multiple users, service- related alarm email notifications and news updates from ABB make Data Care a unique choice for utility and industry customers.

Data Care is set up and administered by “Account Administrator” user authorized by the customers. At the beginning, “Account Administrator” prepares the structure up to the substation level and grants access to ABB local contact person, own employees and subcontractors such as third party service providers. Authorized users can then freely add bays/ relays and upload/download configuration files, technical documents into different nodes in the **Graphical structure**.

Both the uploading and downloading of files and the user management interface are available through this portal. Storage servers are secured against attacks and backed up to prevent data loss during server maintenance. This makes Data Care a safe storing place for all technical documentation.

### **2.2 User access levels – summary of features based on individual user rights**

In Data Care, user accounts are created and user rights defined and granted by ‘Account Administrator’. With the right employees and subcontractors having access, the relay data can be promptly stored and conveniently shared anytime. Traveling to sites and substations to get up-to-date relay data can therefore often be avoided. This makes day-to-day operation of the relay smooth and cost-efficient.

The user rights are defined according to the assigned roles. The navigation pane differs for individual user rights as follows:



'Account Administrator'	'Engineer'	'ABB Analyst'
Main page	Main page	Main page
Company information	Company information	Company information
Account license information	-	Account license information
Graphical structure	Graphical structure	Graphical structure
License subscriptions	-	License subscriptions
User management	-	User management
Company management	-	Company management
Substation management	Substation management	Substation management
My relays	My relays	My relays
Upload file	Upload file	Upload file
Service request	Service request	-
Activity report	-	-
Recycle bin	Recycle bin	-

## 2.3

### Data Care portal

Data Care portal can be accessed via <https://protection.datacare.abb.com>

**ABB Data Care** Login

Data sharing and back-up service for protection relays.

#### Data Care

Welcome to ABB Ability™ Backup Management for electrical systems

[Sign In](#)

[Register](#)

#### Firmware update

Get firmware updates by entering relay serial number.

Serial number

[Proceed](#)

[Have multiple serial numbers?](#)

#### PowerCare

PowerCare is the best, most convenient and guaranteed way of ensuring electrification system availability and reliability. Users can choose services from the ABB support services portfolio based on their actual needs at the time of entering into a Customer Support Agreement.

[Read more](#)

#### Data Care

Did you know that valuable technical documentation of your protection relays can be stored and shared over the product life cycle and beyond from web based service 24/7?

Data Care is web based service that provides customer with structured storing space for the technical documentation such as relay configuration files, disturbance recordings, technical solutions, drawings and other documents.

[Read more](#)

#### Clionet®-Online Service

As registered user of the service, you get access to the relay protection database. You will find detailed information and 500 answered questions about relays and related life cycle services.

[Read more](#)

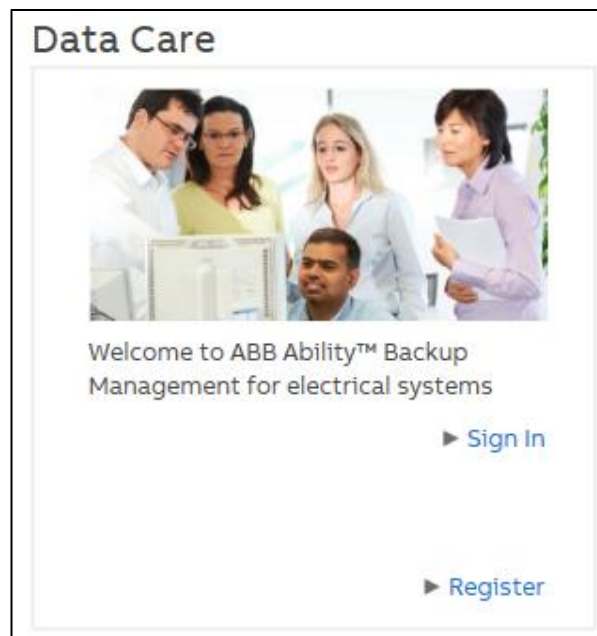
To access Data Care, license subscription needs to be purchased through ABB Ability™ Marketplace or Power Care customer support agreement. **License subscriptions** are based on number of users, number of devices and the storage capacity.

## 3 Data Care functionality

### 3.1 Data Care Sign In

Registered user can **Sign In** only with Single Sign On (SSO) credentials as received from ABB. The request for SSO can be made through **Register** process.

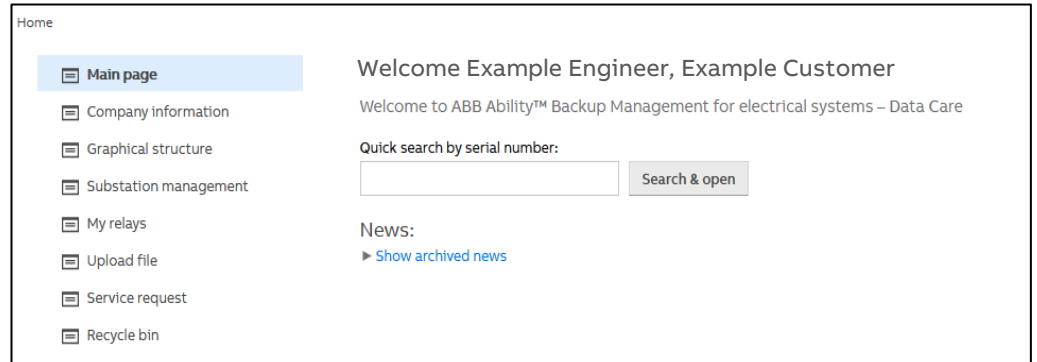
User can manage SSO account, for example, change of password etc. through the link embedded in mail that user receives from ABB after granting SSO rights. Users receives this information to the registered email address that they provided during registration process.



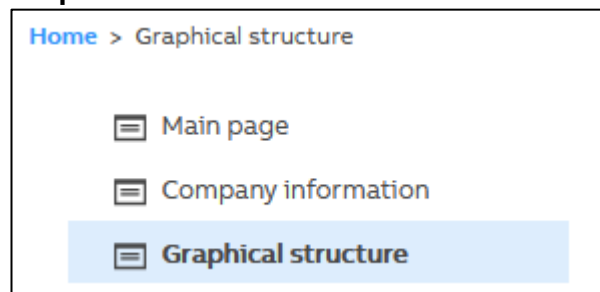
To **Sign In** to the Data Care, user need user rights in Data Care as well as SSO credentials.

- SSO credentials can be made through register process as shown above.
- Data care access rights need to be requested from the “Account Administrator”

After successful **Sign In** user can see following screen and access individual features.



The navigation path is defined on the top of the page. For example, if user is accessing **Graphical structure** then the path shown is **Home > Graphical structure**.



### 3.3

## Main Page

User can quickly **Search & open** information of particular relay by entering serial number of the relay in **Quick search by serial number** field.

Quick search by serial number:

Search & open

**My relays > Edit relay** page appears wherein the page provides desired relay information.

Home > My relays

Main page

Company information

Graphical structure

Substation management

**My relays**

Upload file

Service request

Recycle bin

**My relays**

Edit relay

License subscription Example Active 01

\* Substation

Example Substation 1

\* Switchgear

Substation1 Switchgear1

\* Bay

Substation1 Switchgear1 Bay1

\* Serial number

1VHR1111111

Brand

☒ ABB

☐ Other

Product code

Product code

Product type

REF615 IEC Feeder Protection and

Manufacturing date

11/04/2013

Ordering code

Ordering code

Received from GDW

False

Comment

This relay is created for guidance and is for example purpose only.



The same screen can also be viewed through **My relays** section and then by selecting **View/Edit** of desired relay.

User can refer to the list of 10 latest **news** (recent and archived) as published by 'ABB Administrator'.

News:

► Show recent news

News:

► Show archived news

## 3.4

### Company information

The **Company information** page displays the information about the company where the user is assigned to

[Home](#) > [Company information](#)

Main page

**Company information**

Graphical structure

Substation management

My relays

Upload file

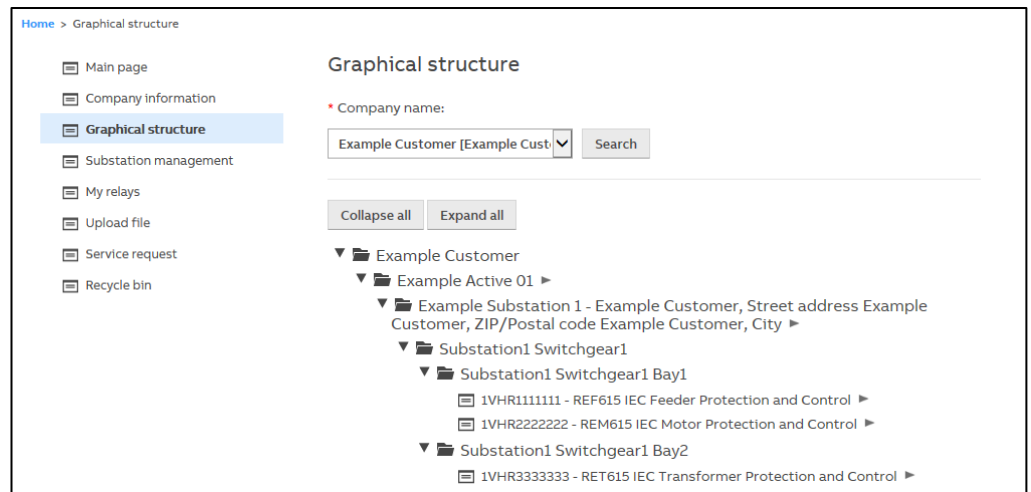
Service request

Recycle bin

#### Company information

Name	Example Customer
Street address	Example Customer, Street address
Postal code	Example Customer, Postal code
City	Example Customer, City
Country	Example Customer, Country
Contact person	
Email	examplecustomeradmin@username.com
Name	Example Customer Admin
Phone number	

User can view substations, bays and relays in a **Graphical structure** and can quickly view its details by selecting arrow in front of the respective nodes.



## 3.6

## Substation management

User can ***Search*** information of substations linked to **License subscriptions**.

[Home](#) > Substation management

Main page

Company information

Graphical structure

**Substation management**

My relays

Upload file

Service request

Recycle bin

### Substation management

Substation name	Company name	Address	Contact person nar	View/Edit
x	x	x	x	
Example Substation	Example Customer	Example Customer, :	Example Customer F	► View/Edit
Example Substation	Example Customer	Example Customer, :	Example Customer F	► View/Edit
Example Substation	Example Customer	1 2 3 1 1	Example Customer F	► View/Edit

◀◀

Page 1 of 1

▶▶

30

▼

View 1 - 3 of 3

► Add substation

Description of this search criteria options is as follows:

<i>Substation name</i>	The name of the substation
<i>Company name</i>	The owner/ operator of the substation (Normally it is the User company).
<i>Address</i>	Address of the User company
<i>Contact Person</i>	The contact person of the company representative

### 3.6.1

## View/Edit Substation

User can manage substation details by selecting **View/Edit** :

- *Assign/unassign* subcontractors.
- *Upload/download* configuration or any other files to/from substation
- *Add/Delete* switchgear/bay/relay to/from substation through **Manage substation**
- *Add/Delete* alarm notification to/from substation
- *Download* all files that belongs to substation

Home > Substation management > Edit substation

- Main page
- Company information
- Graphical structure
- Substation management**
- My relays
- Upload file
- Service request
- Recycle bin

### Substation details

Name	Example Substation 1
Company name	Example Customer
Street address	Example Customer, Street address
ZIP/Postal code	Example Customer, ZIP/Postal code
City	Example Customer, City
State/Province	Example Customer, State/Province
Country	Example Customer, Country
Contact person	
Email	customerpaidservice@username.cor
Name	Example Customer Paid service user
Phone number	Country code - Phone number
Comment	This substation is created for guidance and is for example purpose only.
Subcontractors	<div>Example Subcontractor 1 Example Subcontractor 2 Example Subcontractor 3</div> <div>Deselect all</div>
Modified by	Example Customer Admin
Modified date	12/02/2019 07:54:30 UTC
<div>Save</div>	

‘User can Assign or Unassign *Subcontractors* to desired substation. Only authorized users who work for the subcontractors which are added into substation can view/work for substation.



### 3.6.1.1 To upload files to Substation:

#### Upload files

File  
(max. 100MB)

Selected files

Browse

Cancel all uploads

Description  
(max. 2000 characters)

FileType

☒ Configuration backup

☐ Other

Upload

User can upload files to substation as follows:

- Select files with **Browse**
  - The application supports upload of multiple files and shows the progress bar.
- Maximum 2000 characters can be entered into *Description* text field.
- Select *File type*. Write the information if *File Type* is selected *Other*
- Files will be uploaded to server when **Upload** is selected
- Uploaded files will be saved in Data Care database with UTC timestamp.

List of uploaded files is shown under *Configuration backups* and *Other file types*. Uploaded file can be deleted / downloaded by *Delete* or *Download*.

Configuration backups					
Date	Time	Description	Type	Download	Delete
23/07/2013	14:37:16 UTC	test	Configuration bac	↓	×
06/07/2012	14:29:05 UTC	4 files from chron	Configuration bac	↓	×
Page 1 of 1 10					View 1 - 2 of 2

Other file types					
Date	Time	Description	Type	Download	Delete
09/08/2012	08:41:25 UTC	test 3 big files	Big	↓	×
09/08/2012	08:41:24 UTC	test 3 big files	Big	↓	×
Page 1 of 1 10					View 1 - 2 of 2

### 3.6.1.2 View ABB local contact persons and Engineers assigned to substation

#### ABB local contact persons

ABB analyst

Contact person name	Email	Phone number	Remove
<< Page 1 of 0 >>  1 <input type="button" value="v"/> No records to view			

#### Serviceman list

Type

Serviceman name

Serviceman name	Type	Phone number	Remove
<< Page 1 of 0 >>  1 <input type="button" value="v"/> No records to view			

Feature allows user to view 'ABB Analyst' and 'Engineer' assigned to substation.

### 3.6.1.3 Manage Substation Result

User can select **Manage Substation** which is visible below *Manage substation Result* table. It allows to,

- add or delete switchgears
- add or delete bays
- add or delete relays
- change the structure of substation as per site requirement

Manage Substation Result			
Switchgear	Bay	Relay type	Relay serial number
Sub1.Swg1	Sub1.Swg1.Bay2	REJ 527	1VHR33333333
Sub1.Swg1	Sub1.Swg1.Bay3	REF615	1VHR11111111
Sub2.Swg1	Sub2.Swg1.Bay1		1VHR44444444
<< Page 1 of 1 >>  10 <input type="button" value="v"/> View 1 - 3 of 3			
<a href="#">▶ Manage Substation</a>			

Following page will appear when **Manage Substation** is selected:

Home > Substation management > Substation hardware

Main page  
Company information  
Graphical structure  
**Substation management**  
My relays  
Upload file  
Service request  
Recycle bin

### Manage substation

**Name**  
Example Substation 1

**Switchgears**  
Substation1 Switchgear1  
Substation1 Switchgear2  
Substation1 Switchgear3  
Edit Delete

**Add switchgear**  
Add

**Bays**  
Edit Delete

**Add bay**  
Add

**Relays**  
Delete

**Serial number**  
Assign relay

**Brand**  
☒ ABB  
☐ Other

**Results**

Switchgear	Bay	Relay type	Relay serial number
Substation1 Switchgear1	Substation1 Switchgear1	REF615 IEC Feeder Prote	1VHR1111111



Only relay added in Data Care can be added to the substation. If relay does not exists in Data Care then it can be added with **My relays**.



Relays belongs to particular bay and/or switchgear has to be deleted first before deleting that particular bay or switchgear.

### 3.6.1.4 Email notifications

List of email notifications is created under this section

E-mail notifications					
Name	Activation Date	Content	Type	Recipient User	Delete
Test sub 3	08/08/2012	Please perform periodic	Periodical	Test rako@	×
Test sub 2	09/08/2012	Please perform preventive and investigate the devi	Preventive	Mai rako@	×
Test sub 1	08/08/2012	Please perform preventive and investigate the devi	Preventive	Mai rako@	×
<div> <div>&lt;</div> <div></div> <div>&gt;</div> </div> <div> <div>&lt;&lt;</div> <div>Page 1 of 1</div> <div>&gt;&gt;</div> <div>10</div> </div> <div>View 1 - 3 of 3</div>					
▶ Add alarm					

Email notification can be created by selecting **Add alarm** option which is available below *Email notifications* table. Following information can be specified:

Home > Substation management > Add alarm

- Main page
- Company information
- Graphical structure
- Substation management**
- My relays
- Upload file
- Service request
- Recycle bin

### Add an alarm

Subject

Type

\* Recipient email

Activation date

Message  
(max. 2000 characters)

► Back

Periodical Testing

Please perform periodical testing

Save



Message is preselected for Alarm *Type* Periodical testing and Preventive Maintenance. Free text can be entered by selecting the Alarm *Type as* Other.

## 3.7

## My relays

User can ***Search*** information of substations linked to **License subscriptions**.

Home > My relays

Relay management

Serial number	Brand	Product type	Substation	View/Edit

Page 1 of 0 No records to view

[Add product](#)

Description of this search criteria options is as follow:

<i>Serial number</i>	The serial number of the relay
<i>Brand</i>	The brand name of the relay manufacturer
<i>Product Type</i>	The mode / typel of the relay
<i>Substation</i>	The substation where the relay is installed

### 3.7.1


## Add Product

User can add new relay by selecting **Add product** which is available below **Results** table.

The screenshot shows a web application interface for adding a new relay. On the left is a sidebar menu with options: Main page, Company information, Graphical structure, Substation management, My relays (selected), Upload file, Service request, and Recycle bin. The main content area is titled 'My relays' and contains an 'Add relay' form. The form fields are: Substation (dropdown), Switchgear (dropdown), Bay (dropdown), Serial number (text), Brand (radio buttons for ABB and Other, with an 'Import from GDW' button next to ABB), Product code (text), Product type (text), Manufacturing date (text with a calendar icon), Ordering code (text), Received from GDW (checkbox, currently False), Comment (text area), and WebHMI information (IED IP address, Username, and Password text fields). A 'Save' button is located below the WebHMI information fields. At the bottom right, there is a 'Back to list' link.

Description of the required information is as follows:

<i>Substation</i>	List of substations specified under License subscription is available in drop-down menu. User can select the required substation from this available list.
<i>Switchgear</i>	List of registered switchgears within substations is available in drop-down menu. User can select the required switchgear from this available list.
<i>Bay</i>	List of registered bays within switchgears of substations is available in drop-down menu. User can select the required bay from this available list.
<i>Serial number</i>	Insert serial number of the product (relay)
<i>Brand</i>	Select manufacturer of the product (relay)  If brand is ABB, user can click import from GDW (Global Data Warehouse). This will update the <i>Product Code</i> , <i>Product Type</i> , <i>Manufacturing Date</i> and <i>Ordering Code</i> .
<i>Product code</i>	Insert code of the product (relay), if any

<i>Product type</i>	<p>If brand is <b>ABB</b>, user can select <i>Product type</i> from the list of ABB product types.</p> <p>If brand is <b>Other</b>, <i>Product type</i> can be entered as free text field and data will be saved in Data Care database.</p> <p> If <i>Product type</i> is not available with selected brand <b>ABB</b> then the same can be informed to 'ABB Analyst'.</p>
<i>Manufacturing date</i>	Insert manufacturing date of the product as mentioned on the product (relay) label
<i>Ordering Code</i>	Insert ordering code of the relay.
<i>Received from GDW</i>	Indicates if relay is transferred from Global Data Warehouse - GDW (True) or if it is manually added by users (False)
<i>Comment</i>	Write comments, if any, with respect to this relay
<i>WebHMI information</i>	Write relay IP address, Username and Password as and if specified in the product (relay) provided if relay supports WebHMI feature.

### 3.7.2

#### **View/Edit relay:**

User can select **View/Edit** to view and edit relay information.

The screenshot displays a web application interface for managing relays. On the left is a sidebar menu with options: Main page, Company information, Graphical structure, Substation management, My relays (highlighted), Upload file, Service request, and Recycle bin. The main content area is titled 'My relays' and contains an 'Edit relay' form. The form includes the following fields: License subscription (Example Active 01), Substation (Example Substation 1), Switchgear (Substation1 Switchgear2), Bay (Substation1 Switchgear2 Bay1), Serial number (1VHR91019094), Brand (ABB), Product code, Product type (REF615 IEC Feeder Protection and), Manufacturing date (07/10/2010), Ordering code (HBFFAEAGNDC5BCA2XD), Received from GDW (True), and a Comment text area. Below these is a 'WebHMI information' section with fields for IED IP address, Username, and Password. At the bottom, it shows 'Modified by' (Example Customer Admin) and 'Modified date' (07/08/2013 20:00:00 UTC), followed by 'Save' and 'Upload' buttons.



Relay location can be changed within the substation by modifying the information in **Edit relay**.

In addition to editing relay information, user can also:

- **Upload** files related to the relay
- **View/Download** Firmware updates for the relay
- **View** list of modules installed in the relay
- **View/Add/Delete** email notification
- **View/Add/Delete** Backups, Disturbance recording, files
- **Replace Relay**

#### 3.7.2.1 Upload

User can **upload** configuration backup/disturbance recording, other type of files to a relay which is already available under registered substations.

Information about relays such as serial number, brand, substation, switchgear, and bay will be available automatically in the text fields. User just need to select the files and **Upload**.



### Upload file

If Serial number and Brand are known please enter them first.

Brand

☒ ABB
☐ Other

Serial number

Fetch detail

Substations

Example Substation 1  
Example Substation 2  
Example Substation 3

Switchgears

Bays

File  
(max. 100MB)

Selected Files

Browse
Cancel All Uploads

Description  
(max. 2000 characters)

File type

☒ Configuration backup
☐ Disturbance recording
☐ Other

Upload

Files can be selected through **Browse** option. Necessary description and file type can be selected before selecting **Upload**.

Description  
(max. 2000 characters)

File type

☒ Configuration backup
☐ Disturbance recording
☐ Other

Upload

Following message will appear after successful uploading of the files.

Your file(s) uploaded successfully

Any files you cancelled before completion were not uploaded.  
[Back](#)

### 3.7.2.2 Firmware updates:

Firmware updates are displayed which can be downloaded or deleted. Firmware update feature provides the firmware update package that contains the needed binary files, a detailed release note, and guidelines on how to perform the update. The asset owner has the opportunity to decide both whether and when the firmware update is implemented. The ideal time would be during periodic testing or a maintenance break.

Firmware updates

Date	Time	Description	Type	History	User	Download	Delete	Service req
26/05/2017	13:50:41	U Firmware L Firmware L						Service r

◀◀

Page

1

of 1

▶▶

10

▼

View 1 - 1 of 1

### 3.7.2.3 Modules:

Modules				
Serial number	Part name	Location Id	Revision	Test date
Page 1 of 0 10 No records to view				

List of modules inside the relay is shown and it gives following information:

<i>Serial number</i>	Indicates serial number of the module
<i>Part name</i>	Indicates name or description of the module
<i>Location Id</i>	Indicates location of module in the product (relay)
<i>Revision</i>	Indicate the revision status of the module
<i>Test date</i>	Indicates module test date



All the above information is read only parameter and is available provided relay is registered in relay database.

### 3.7.2.4 Email notifications:

Provides information of email notifications created under this relay.

E-mail notifications

Name	Activation Date	Content	Type	Recipient User	Delete
Test sub 3	08/08/2012	Please perform periodic	Periodical	Test rako@	✕
Test sub 2	09/08/2012	Please perform preventive and investigate the device	Preventive	Mai rako@	✕
Test sub 1	08/08/2012	Please perform preventive and investigate the device	Preventive	Mai rako@	✕

<

>

<<

Page 1 of 1

>>

10

▼

View 1 - 3 of 3

▶ Add alarm

Email notification can be created by selecting **Add alarm** available below **Email notifications** table.

### 3.7.2.5 Backups, Disturbance recordings, Solution proposals, Other file types:

User can see the list of uploaded configuration files, disturbance recordings, solution proposals and other type of uploaded files. More information is available such as details of user who has uploaded those files with date and time stamp as well as file description. *Download* option facilitates user to download the file from Data Care to local computer. User can *delete* the file permanently from this view. Deleted file will be still available in **Recycle Bin**. User can *restore* the file back from **Recycle Bin** to its original location or permanently delete it so as to remove it from substation structure.

Backups					
Date	Time	Description	Download	Delete	Service request
<< Page 1 of 0 >>  10 ▾ No records to view					
Disturbance recordings					
Date	Time	Description	Download	Delete	Service request
<< Page 1 of 0 >>  10 ▾ No records to view					
Solution proposals					
Date	Time	Description	Download	Delete	Service request
<< Page 1 of 0 >>  10 ▾ No records to view					
Other file types					
Date	Time	Description	Download	Delete	Service request
10/04/2018	06:40:01 UTC	Motor protection   ⬇		✕	► Service request
18/07/2013	13:10:27 UTC	Motor protection   ⬇		✕	► Service request
<< Page 1 of 1 >>  10 ▾ View 1 - 2 of 2					
► <a href="#">Replace relay</a>					

### 3.7.2.6 Replace relay

**Replace relay** option is available below the **Other file types** table. User can replace information of particular relay with another relay by selecting **Replace relay** option. This may be required during replacement of particular relay for maintenance purpose or during replacement of old relay with healthy relay.



If relay used as replacement is not available in Data Care database, then User has to create new relay first in **My relays** before using it as replacement for other relays.

For example, if relay sr. no. 1VHR1111111 is to be replaced with another relay having sr. no. 1VHR6666666 then the process of **Replace relay** in Data Care database shall be as follows:

Consider that we are in **Edit relay** section of relay having sr. no. 1VHR1111111

**My Relays**

**Edit relay**

Service Contract Example Active 01

\* Substation Example Substation 1

\* Switchgear Substation1 Switchgear1

\* Bay Substation1 Switchgear1 Bay1

\* Serial number 1VHR1111111

Then select **Replace relay** option.

Following screen will appear wherein the information of new relay can be described in **Replace with:** fields (here it's 1VHR6666666)

**Replace relay**

Device to be replaced:

Serial number 1VHR1111111

Product code Product code

Brand ABB

Type REF615 IEC Feeder Protection and Control

Replace with:

\* Serial number 1VHR6666666

Brand ☒ ABB ☐ Other

Confirm replacement

Back

Then select **Confirm replacement**.

This changed relay information will be available under 'Relay details' of replaced relay (thus here it is 1VHR6666666). Appended screen is shown for 1VHR6666666

Device is a replacement for:					
Serial number	Brand	Product code	Type	Modifier	Modification time
1VHR1111111	ABB	Product code	REF615 IEC Feeder Protection and Control	Paresh Mandpe	11/06/2013 12:20:31 UTC

The changes can also be viewed in **Graphical structure**

- **Before replacement**

### Graphical structure

\* Select customer:

---

- ▼ Example Customer
  - ▼ Example Active 01 ►
    - ▼ Example Substation 1 - Example Customer, Street address Example Customer, ZIP/Postal code Example Customer, City ►
      - ▼ Substation1 Switchgear1
        - ▼ Substation1 Switchgear1 Bay1
          - 1VHR2222222 - REM615 IEC Motor Protection and Control ►
          - 1VHR1111111 - REF615 IEC Feeder Protection and Control ►

- **After replacement**

### Graphical structure

\* Select customer:

---

- ▼ Example Customer
  - ▼ Example Active 01 ►
    - ▼ Example Substation 1 - Example Customer, Street address Example Customer, ZIP/Postal code Example Customer, City ►
      - ▼ Substation1 Switchgear1
        - ▼ Substation1 Switchgear1 Bay1
          - 1VHR2222222 - REM615 IEC Motor Protection and Control ►
          - 1VHR6666666 - REF615 IEC Feeder Protection and Control ►

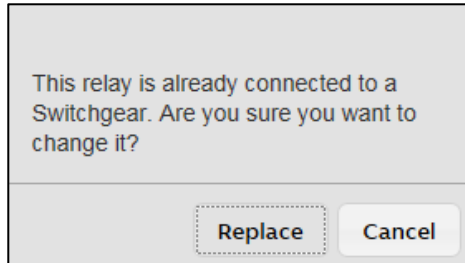


User can only use own relay or relays which do not belong to any customers (companies) as a replacement. Otherwise, following message will be shown:

- Cannot replace relay because replacement belongs to another substation which you do not serve or own.



If relay which is to be used as a replacement already belonged to another bay/switchgear/substation of the same customer (company), following message will be shown:



- **Replace:** the old connection between replacement and substation will be removed and replaced by new connection of replacement and new substation.
- **Cancel:** nothing happens (Relay will not be replaced).

### 3.8

## Upload file

User can **upload** configuration backup/disturbance recording, other type of files to particular relay which is already available under registered substations.

### Upload file

If Serial number and Brand are known please enter them first.

Brand

☒ ABB  
☐ Other

\* Serial number

Substations

Example Substation 1

Example Substation 2

Example Substation 3

Switchgears

Bays

File  
(max. 100MB)

Selected Files

Description  
(max. 2000 characters)

File type

☒ Configuration backup  
☐ Disturbance recording  
☐ Other

If the files are to be uploaded through **Upload file** section then the information about *Serial number*, *Substations*, *Switchgears*, *Bays* need to be specified manually.

Home > Upload file

- Main page
- Company information
- Account license information
- Graphical structure
- License subscriptions
- User management
- Company management
- Substation management
- My relays
- Upload file**
- Service request
- Activity report
- Recycle bin

### Upload file

If Serial number and Brand are known please enter them first.

Brand ☒ ABB ☐ Other

\* Serial number

**Fetch detail**

Substations

Switchgears

Bays

File (max. 100MB)

**Browse** **Cancel all uploads**

Data for ABB relay can also be fetched by entering *Serial number*, *brand* -> ABB and with **Fetch detail**

Upload file

If Serial number and Brand are known please enter them first.

Brand ☒ ABB ☐ Other

\* Serial number

**Fetch detail**

Files can be selected through **Browse** option. Necessary description and file type can be selected before selecting **Upload**.

Description (max. 2000 characters)

File type ☒ Configuration backup ☐ Disturbance recording ☐ Other

**Upload**

Following message will appear after successful uploading of the files.

**Your file(s) uploaded successfully**

Any files you cancelled before completion were not uploaded.

[Back](#)



User can send requests for getting Support or Service from ABB and Subcontractor as registered in the **License subscriptions**.

Home > Service request

**Service request**

Main page  
Company information  
Account license information  
Graphical structure  
License subscriptions  
User management  
Company management  
Substation management  
My relays  
Upload file  
**Service request**  
Activity report  
Recycle bin

Company type: ABB

\* Contact person

\* Subject

\* Description

Request type: Support

Send request

<i>Company type</i>	Select ABB or Subcontractor depending on the support or service request to be assigned.
<i>Contact person</i>	List of contact person appears after selection of <i>Company type</i> . Select the desired contact person.
<i>Subject and Description</i>	Subject and Description can be specified in detail for the selected <i>Request type</i>
<i>Request type</i>	Support or Service option can be selected

**Send request** then send the request to the corresponding email address of selected *Contact person* from ABB or Subcontractor.

### 3.10

### Recycle bin

User can,

- View product and substation files that are deleted by users
- Restore the deleted files back to users account
- Permanently delete the files

Recycle Bin					
Product Files					
Serial Number	Removed On	Remove Description	File Type	Restore	Delete
1VHR11111111	30/03/2018	admin@	Configuration backup	↔	✕
<div><div>&lt;</div><div></div><div>&gt;</div></div>					
<div>Page 1 of 1</div>					
<div>10</div>					
View 1 of 4					
Substation Files					
Substation	Removed On	Remove Description	File Type	Restore	Delete
Example Substation 1	04/04/2018	admin@	Configuration backup	↔	✕
<div><div>&lt;</div><div></div><div>&gt;</div></div>					
<div>Page 1 of 1</div>					
<div>10</div>					
View 1 of 6					

## 4 Data Care Operations

This chapter provides the list of common operation that 'Engineer' can do in Data Care.

### 4.1 Adding new relay

- Is the switchgear and bay where the relay is located already available in Data Care?
- If NO, add the switchgear and bay under **Substation Management > View/Edit Substation > Manage Substations**
- If YES, proceed to **My Relays > Add Product**

### 4.2 Upload file to relay

- Navigate to the relay where file should be uploaded in the **Graphical Structure** or use the Quick search function in the **Main Page**.
- In the Edit Relay page, click the **Upload** button.

### 4.3 Download file from relay

- Navigate to the relay where file should be uploaded in the **Graphical Structure** or use the Quick search function in the **Main Page**.
- In the Edit Relay page, go to the **Backups, Disturbance recordings, Solution proposals, Other file types section**. Proceed to download the required files

### 4.4 Find other engineer/ABB contact

- Navigate to the substation where the relay is installed in the **Graphical Structure**, scroll down to the **Contact persons**

### 4.5 Set Email notification

- To create Email notification for the *substation*, navigate to the substation where the relay is installed in the **Graphical Structure**, and click **Add Alarm** under Email Notification
- To create Email notification for the *relay*, navigate to the relay in the **Graphical Structure** or use the Quick search function in the **Main Page** and click **Add Alarm** under Email Notification

## 4.6

### Send service request

- Navigate to the **Send Service Request** page and fill up the details



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