

**SIEMENS**

version 1.4

**PSAIM™ ReadMe**

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While every effort is made to ensure the accuracy of content, the PSAIM™ product documentation could contain inaccuracies or out-dated material (which includes product screenshots and images) due to the large number of product enhancements being added. As such, the documentation set is subject to change at any time without notice. Refer to the README, which is located at the root of the PSAIM™ installation media, for documentation corrections and addendum. Please note, updates to the documentation set are reflected in the next general availability release of PSAIM™.

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# Contacting Customer Support

SIEMENS provides a dedicated technical support team for their Process Safety & Conceptual Engineering Software.

Customers that qualify for Customer Support Services are entitled to these services. For questions related to Customer Support and whether or not you qualify, please check with the support team for verification. The program includes the following services and is subject to a user registration procedure.

- Access to Technical Support Service (TSS): Customer Support for problems related to software use post installation
- Access to Technical Support Website (TSW): Web site including amongst others, information such as Frequently Asked Questions and technical documentation about products.
- Software Updates (SU): Request for shipment of software upgrades such as major and minor releases, and service packs (for qualifying customers and users)
- Software Installation (SI): Assistance with software installation

## Technical Support Service (TSS)

TSS can be reached through the **Customer Care Center phone number**:

International and within US: **+1 (800) 333-7421**

The phone is answered 24 x 7 x 365. However, response to service request tickets is provided only from Monday to Friday, business hours from 8:00 AM to 5:00 PM, Central Daylight Time, excluding US national holidays.

## Technical Support Website (TSW)

### *Incidents reported prior to July 2015 (Rightnow Portal)*

Access to **Rightnow Portal** through Operations Intelligence, Safety & Conceptual Engineering Services Customer Support Site (<https://www.siemens.com/energy/sw-support>) is available to all customers registered as a TSS user. TSW contains technical information such as Technical Documentation and Useful Hints.

Customers are requested to check the status of incidents reported prior to July 2015 in the Rightnow Portal. After July 2015, this portal will no longer accept new Incident Requests.

Incidents reported after July 2015 will be available in the SIOS portal below.

### *Incidents reported after July 2015 (SIOS Portal)*

Access to Siemens Industry Online Support (SIOS) (<https://support.industry.siemens.com/cs/#?lc=en-WW>) is available to all registered users. User must be **registered** at the SIOS portal to be able to request service. User can register directly on the portal by clicking the above URL and then **clicking Register in the upper right portion of the page**. Note: The SIOS portal is the recommended means for requesting support.

All emails are handled directly in the support ticketing system via the web portal above and are linked to ticket numbers so a full record of all email communications is maintained

## Problems Accessing TSW

In case customers are facing problems accessing the TSW, please call +1-800-333-7421

## Software Update (SU)

Qualified customers can request for or be notified when major, minor releases, patches, service packs are available for valid and licensed versions of the software product. Alternatively, customers can contact a TSS representative using the Customer Care Center phone number provided above to receive these updates by logging a ticket.

## Software Installation Service (SI)

Qualified customers can contact the TSS team via the customer support center to request assistance with installation of licensed software

## Postal Mail

Siemens Energy, Inc.  
Customer Services, Oil, Gas & Marine  
Process Safety & Conceptual Engineering  
Attn.: Customer Support Department  
4615 Southwest Freeway, Suite 900  
Houston, TX 77027  
USA

# 1 Overview

PSAIM™ 1.4 contains numerous corrections to bugs found in previous versions, as well as enhancements for existing features.

## 2 Resolved Technical Issues

This section contains a description of technical issues reported by customers or partners, and resolved in the current release. Each issue is described and, where appropriate, possible consequences and conclusions or restrictions are mentioned.

PSAIM™ Module	Issue Description
Activities	Added the relief valve detail report form for documenting non-recurring relief valve activities
Activities	Corrected workflow such that activities sent from SAP to PSAIM™ will not require approval in PSAIM™ although they create non-recurring activities in PSAIM™
Activities	Fixed the Relief Device Category Based Inspection scheduling's uneven credit/penalty increments
Activities	When a completed date is added it cannot be set to empty or deleted
Activities	Equipment Activity Due Report does not display correct date range data
Activities	Updating Activities through the configuration settings hangs up
Activities	Add Equipment Type filter in the Activities screen
CM Tools - Structural Tmin	Structural T-Min Flag in Edit window should stay.
CM Tools - Tmin Calculator	Add Notes in T-min Calculator for API 650 Carbon and Stainless Steel Annular Ring
CM Tools - Tmin Calculator	Add field in Overwrite and Edit Table for Delta P
CM Tools - Tmin Calculator	Add the Structural T-Min in the Overwrite option of the Cloning feature.
Color Graphics Report	Added graphics reports commonly used in UltraPIPE
Custom Reports	Reports have been revised to show the values in the units selected in the settings and not just in US units
Custom Reports	Fixed the custom reports allow the users to easily generate equipment lists using the Active or Inactive filters
Settings - Configuration	When an equipment or component is opened by a user, it is blocked from editing by other users.
Settings - Configuration	Added filtering using characters like "*"
Settings - Configuration	PSV - Vapor and Liquid Capacity unit of measure conversion errors
Settings – Drawings	TMLs Mistakenly assigned to a drawing cannot be removed
Settings – Drawings	2nd Component added to AutoCAD drawing not operating correctly

Settings – Drawings	The description in ACAD drawing is pulling from Component ID rather than the “Drawing” tab.
Settings – Drawings	Drawing markers are using component inspection due date rather than TML inspection due date.
Settings – Drawings	TMLs are reversing in order after you assign them on drawing and save it.
Standard Reports	Added a report to show the UT/RT pending of approval with its thickness readings
Standard Reports	The fixed format reports in PSAIM™ have been increase to include commonly used reports in UltraPIPE
Standard Reports	Added and Equipment Master Listing report with Active or Inactive filters
Standard Reports	Custom and Standard Reports take a long time to open with large database
Standard Reports	Column Survey Report does not display all survey dates for component
Survey	Survey Readings added by copy/paste are not all saved, and some just disappear.
Web Service - Plant Topology	The Company XML tag is now part of all plant topology in the web methods and help file for web service is also updated.