

DV3105 – Alarm Handling: Inhibiting an Alarm

Software Release ViewPoint v1.1.1

Scope Disabling system notifications for an Asset by temporarily Inhibiting an Alarm for an Asset which is in an Alarm state.

Note: This does not clear the alarm, and notifications will resume after the Inhibit period has expired.

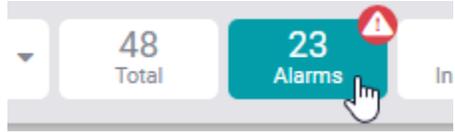
Purpose When an Asset goes into an alarm state, you can inhibit the alarm for a customizable amount of time while you investigate and resolve the cause of the alarm. To dismiss the alarm entirely, you will need to file a corrective action (see related documents for more information on closing alarms).

Applicable User Groups All Users (Administrator, Group Administrator, General User)

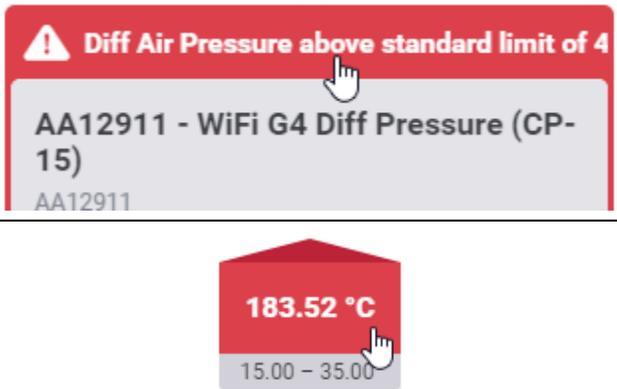
Requirements User must be logged in to the ViewPoint system, and have permissions to view an Asset in an alarm state.

Note: Group Admins, and Users will only be able to see and handle alarms for Assets in Groups to which they are assigned.

Process

<p>Step 1</p>	<p>From the home screen, you can view all Assets in alarm by selecting the Alarm Filter button below the menu bar under the ViewPoint logo in the upper left of the screen.</p> <p>Note: The number on the button will be "0" if there are no Assets in alarm.</p>	
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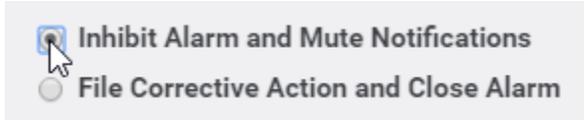
Results: The tiles below will now be only the Assets in alarm. Find the Asset which alarm you are going to inhibit.

<p>Step 2</p>	<p>Click the Tile Alarm notification on the color bar at the top, or the input badge.</p>	
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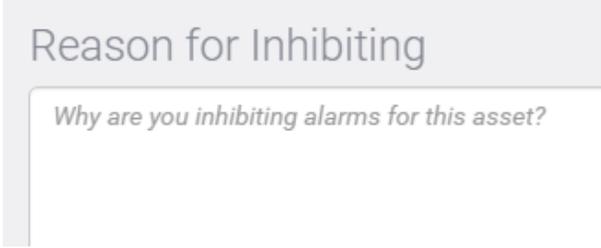
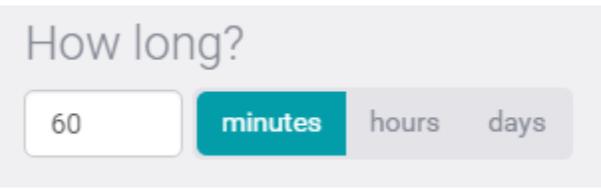
Results: Detailed information on the Asset is displayed and divided into three tabs on the top right: Chart (recent readings), Readings (list of recent readings), Alarm Resolution (alarm handling tab).

<p>Step 3</p>	<p>Select the Alarm Resolution tab from the upper right corner of the Asset window.</p>	
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Results: You will be presented with two options for handling the selected Asset alarm. For the purposes of this example we will be selecting the option to Inhibit the alarm.

<p>Step 4</p>	<p>Select the top option: Inhibit Alarm and Mute Notification</p>	
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Results: You can now enter a reason for inhibiting the alarm and set the delay interval (how long the alarm will be muted before notifications will begin to be sent again).

Step 5	Enter a reason that you are inhibiting the alarm in the Reason for Inhibiting text box.	
<p>Results: This step documents why the alarm is being muted. You can type whatever you like, but it is suggested that you enter information about what action will be taken while the alarm is inhibited.</p>		
Step 6	Enter a number and select minutes, hours, or days for how long you would like the alarm to be inhibited.	
<p>Results: The alarm will be inhibited for the length of time you enter here. This can be set based on your internal processes, but it is suggested that this duration not be set any longer than is necessary to resolve the issues which caused the alarm. If your organization has 21 CFR Part 11 activated (this is activated by default), then you will have to enter your credentials to authenticate the change.</p>		
Step 7	Enter your username and password.	
<p>Results: This will authenticate the process, and add your credentials to the change log to show who added the user and when.</p>		
Step 8	Click Inhibit Alarm button.	
<p>Results: The alarm is now inhibited, and all notifications will remain muted for the duration you entered.</p>		

Notes and Comments

To cancel an inhibition on an alarm, follow steps 1-4 above. At step 5, the prompt will be to enter a Cancel Reason, then enter Username and Password, then Enable Notifications to un-inhibit the alarm.

Related Documents

Document No.	Title	Scope
DV3101	Alarm Criteria: Thresholds and Alarm Delay	Define alarm criteria for an Asset input and demonstrate where to edit alarm criteria settings for an input.
DV3102	Alarm Types: Pre-Alarm, Standard, Emergency	Define alarm types for an Asset input and demonstrate where to edit alarm types based on desired alarm criteria.
DV3103	Alarm Latching	Outline the difference between latching and non-latching alarms, and show where this setting is located on an existing asset.
DV3107	Alarm Handling: Closing an Alarm	Resolving an Alarm and Filing a Corrective Action for an Asset which is in an Alarm state.