



EIGEN INGENUITY



Product Information Sheet

User Alerting

User Alerting in Eigen Ingenuity

Users can create custom alerts against any timeseries datasource in Eigen Ingenuity and receive email or push notifications (to their mobile app) whenever the status changes.

User limits are continuously scanned in the background and alerts are received almost instantaneously when the status changes.

Chattering alerts can be avoided by specifying a separate Recovery Threshold, and the EventScanner uses the Current Value in the data historian (rather than the history value) which means it can capture events that would not have been detected based on history values.

A user Alert is actually made up of an EventCheck and a Notification (email or push notification to mobile app) which are described in more detail below.

EventCheck

A user defines an EventCheck as either a Min or Max check against a limit.

The tag name can be any timeseries source in Eigen Ingenuity, i.e. real or a calculation (virtual timeseries).

EventChecks are submitted to the EventsScanner for execution.

EventScanner

The EventScanner returns an Alert status for an EventCheck when the current value of the Tag crosses the Threshold in the direction of the type (Maximum or Minimum).

The EventCheck status returns to normal (OK) when the current value of the Tag recovers back past the Recovery Threshold.

The EventScanner outputs the status of EventChecks onto a message bus.

The EventScanner keeps track of the last status of an EventCheck and will only trigger and output when the status changes.

Notifications

Notifications are generated when the Notification engine sees an EventCheck status message.

The Notification engine executes the email and mobile app recipients configured against the EventCheck in the database.

View Alerts

All status changes for an EventCheck are available within Eigen Ingenuity and can be accessed via Search or the Common Menu.

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14th Aug 2020
10:29:00 CEST - Value 24.501563097692298 is now within limit -0.01 for eigen-alias-historian/EG/26/Blow...
10:29:00 CEST - Value 24.501563097692298 is now within limit -0.01 for eigen-alias-historian/EG/26/Blow...
10:27:01 CEST - Value -9.690779396187821 exceeded threshold -0.01 for eigen-alias-historian/EG/26/Blow...
    
```

Alerts are available in the “Alerts” tab in the Eigen Ingenuity Search component.

Alerts that map to objects in the Eigen Ingenuity Asset Model (Digital Twin) are available in the Common Menu. Alerts can be trended directly¹ by clicking on the icon or they can be added to the Shopping Basket for later use.

¹ See Eigen Ingenuity Product Information Sheet - Trending



When an alert is clicked from the common menu the source timeseries Tag is plotted along with a marker showing the exact time of the Alert.

Emails and Push notifications.

Email notifications can be sent to any whitelisted domain (usually just your company's domain).

Emails to the same user at the same time are combined into a single email.

Push notifications can be sent to users that have the Eigen Ingenuity Mobile App²



The mobile app shows the latest status of any alert by default. The filter option at the top right allows the user to view all alerts in time order (most recent at the top). The arrow at the right reveals the full details of an alert.

For more information please contact us at info@eigen.co or book a demo on our website at www.eigen.co

² Search for Eigen Ingenuity in the Apple and Google Play stores