

User's guide

Bently Nevada Technical Support Portal



Table of contents

Overview.....	2
Registration.....	3
Logging in	6
Key features	8
Access to product manuals and software/firmware downloads	10
Answer cards	13
Bently Nevada video library	16
Summary	17

Overview

Baker Hughes Bently Nevada™ Asset Condition Monitoring Technical Support Portal is a comprehensive website designed to provide customers with support on products, documentation, knowledge, and training. The portal provides technical information, answers, and resources for your Bently Nevada hardware and software products. To access the site, you must register for a Single Sign On (SSO) account. Once you're a registered user, you'll have a wealth of Bently Nevada product support resources at your fingertips.

For immediate help, you can search our Answer Card library. We have over 2,000 Answer Cards for your reference, and more are added daily. If you can't find your answer through self-help, you can log a case with our team of experts.

The features that you can access within the Technical Support Portal are based on your specific Maintenance & Support (M&S) Agreement and Supporting Service Agreement (SSA). There are three levels of M&S Agreements (Basic, Essential, and Premier), and the level that pertains to you is a function of the product(s) you have purchased, and the elapsed time since delivery of your product(s).

Customers at all M&S Agreement levels are provided with viewing of new product information, downloading of product manuals and firmware updates. Customers with Essential- or Premier level M&S Agreements have access to additional features such as software platform upgrades, software version updates, knowledge library access, and online videos. Premier level customers have exclusive benefits including remote troubleshooting of software products (high speed access required), disaster recovery assistance in the event of a hard disk crash or other computer failure, classroom training discounts, and a named customer success manager.

Whether you hold a Basic, Essential, or Premier level M&S Agreement or SSA, our Technical Support Portal is an extremely powerful resource designed to deliver tailored support capabilities and information. Please register today at www.bntechsupport.com to unlock the full potential of this valuable resource. It is available to every customer of our Bently Nevada Asset Condition Monitoring products.

Registration

To initiate the registration process, open your web browser and navigate to the following address: www.bntechsupport.com.

You will see a text box (Figure 1) asking you to indicate whether you are a registered user.

Click Register for a BNTechSupport.com SSO ID , and then click **Submit**.

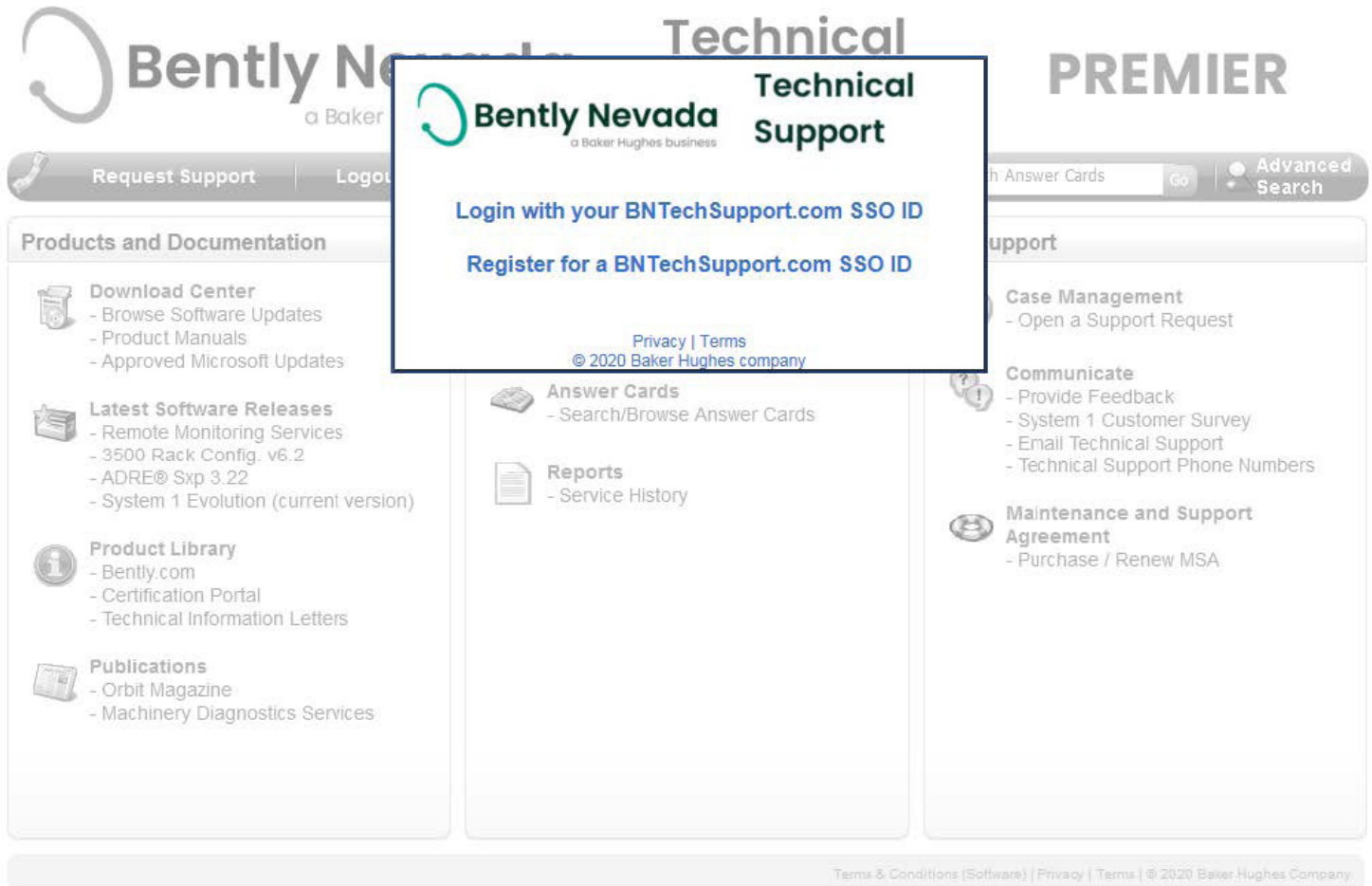
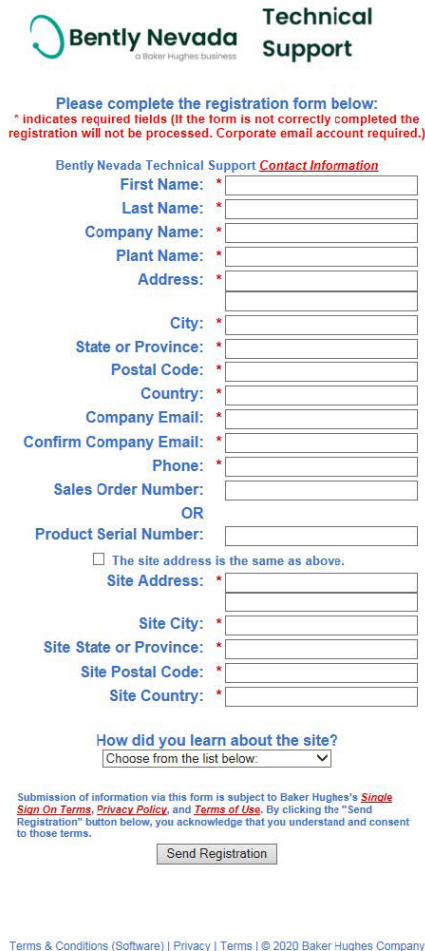


Figure 1: Registration query text box

A page with the registration form (Figure 2) will then open. Complete all required fields, which are marked with red asterisks.

When you have finished entering your contact information, click **Send Registration**.



Bently Nevada a Baker Hughes business **Technical Support**

Please complete the registration form below:
* indicates required fields (If the form is not correctly completed the registration will not be processed. Corporate email account required.)

Bently Nevada Technical Support **Contact Information**

First Name: *
Last Name: *
Company Name: *
Plant Name: *
Address: *
City: *
State or Province: *
Postal Code: *
Country: *
Company Email: *
Confirm Company Email: *
Phone: *
Sales Order Number:
OR
Product Serial Number:
 The site address is the same as above.
Site Address: *
Site City: *
Site State or Province: *
Site Postal Code: *
Site Country: *

How did you learn about the site?
Choose from the list below: ▾

Submission of information via this form is subject to Baker Hughes's [Single Sign On Terms](#), [Privacy Policy](#), and [Terms of Use](#). By clicking the "Send Registration" button below, you acknowledge that you understand and consent to those terms.

Send Registration

Terms & Conditions (Software) | Privacy | Terms | © 2020 Baker Hughes Company

Figure 2: Registration form for Technical Support Portal

A message (Figure 3) will display to inform you that your request has been received.



Figure 3: Confirmation message

A Technical Support Specialist will then contact you with information to complete your registration (Figure 4).

The e-mail will contain your user ID and password, and a link to www.bntechsupport.com.

A link is also provided if you wish to change your password or otherwise modify your account.

Your Single Sign On (SSO) user account for www.bntechsupport.com has been created.

SSO Login: [USERNAME]
Password: [PASSWORD]

After logging in to www.bntechsupport.com, if you receive a message "Invalid Access" try your browser's Refresh button to ensure there is no cached login page. Then you should see a couple "Terms of Use" pages. Clicking "I Agree" will take you to the portal. If you have any questions, please contact us at BNTechSupport@ge.com.

Please note it may take 1 hour for your access to completely propagate throughout the portal. You may change your password and other profile information, such as a Security Question (in case you lose your password) using this link:
<https://www.ge-registrar.com/gecentral/modify.jsp>

Best Regards,
Technical Support
Bently Nevada, Asset Condition Monitoring
www.bntechsupport.com

Figure 4: E-mail with user ID and password

Once you receive this e-mail, you are ready to log in to the Bently Nevada Technical Support Portal at www.bntechsupport.com.

Logging in

To use the features of the Bently Nevada Technical Support Portal, you will first need to log in. Navigate to the web portal (www.bntechsupport.com), where you will see a text box (Figure 5) asking you to indicate whether you are a registered user. Click **Yes**, and then click **Submit**. To avoid seeing this message on subsequent visits to the web portal, check **Remember this decision** before you click **Submit**.



Figure 5: Registration query text box

On the SSO login page (Figure 6), enter your User ID and Password, and then click **Log In**. The page will retain your User ID (but not your Password) if you check **Remember my SSO User ID** before you log in.

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Login page hosted by: GE Corporate - CIS SupportCentral

Figure 6: SSO login page

After you log in, read the International Trade Regulations Notice (Figure 7) and click the appropriate selection. If you click **I agree**, you will proceed to the Technical Support Portal home page.

INTERNATIONAL TRADE REGULATIONS NOTICE

If this application is hosted on a U.S.-based server, all access must be in accordance with U.S. export control regulations and it is your obligation to comply with all applicable U.S. export and re-export laws. Accessing technical data hosted on a U.S.-based server from any location, including within the U.S., may be considered an export of that technical data.

If this application is hosted on a non U.S.-based server, all access must be in accordance with local country export controls where the server is located, as well as U.S. re-export laws, if U.S. technical data is involved.

Note for Baker Hughes Employees: Click here to submit a request for product, technology, or software classification. Contact your ITC Product Company Leader with any questions or concerns.

[I agree](#) [I disagree](#)

Figure 7: International Trade Regulations Notice

Key features

Figure 8 shows the home page of the Bently Nevada Technical Support Portal as it would appear to a Premier-level M&S Agreement customer. Let's take a look at some of the site's key features.

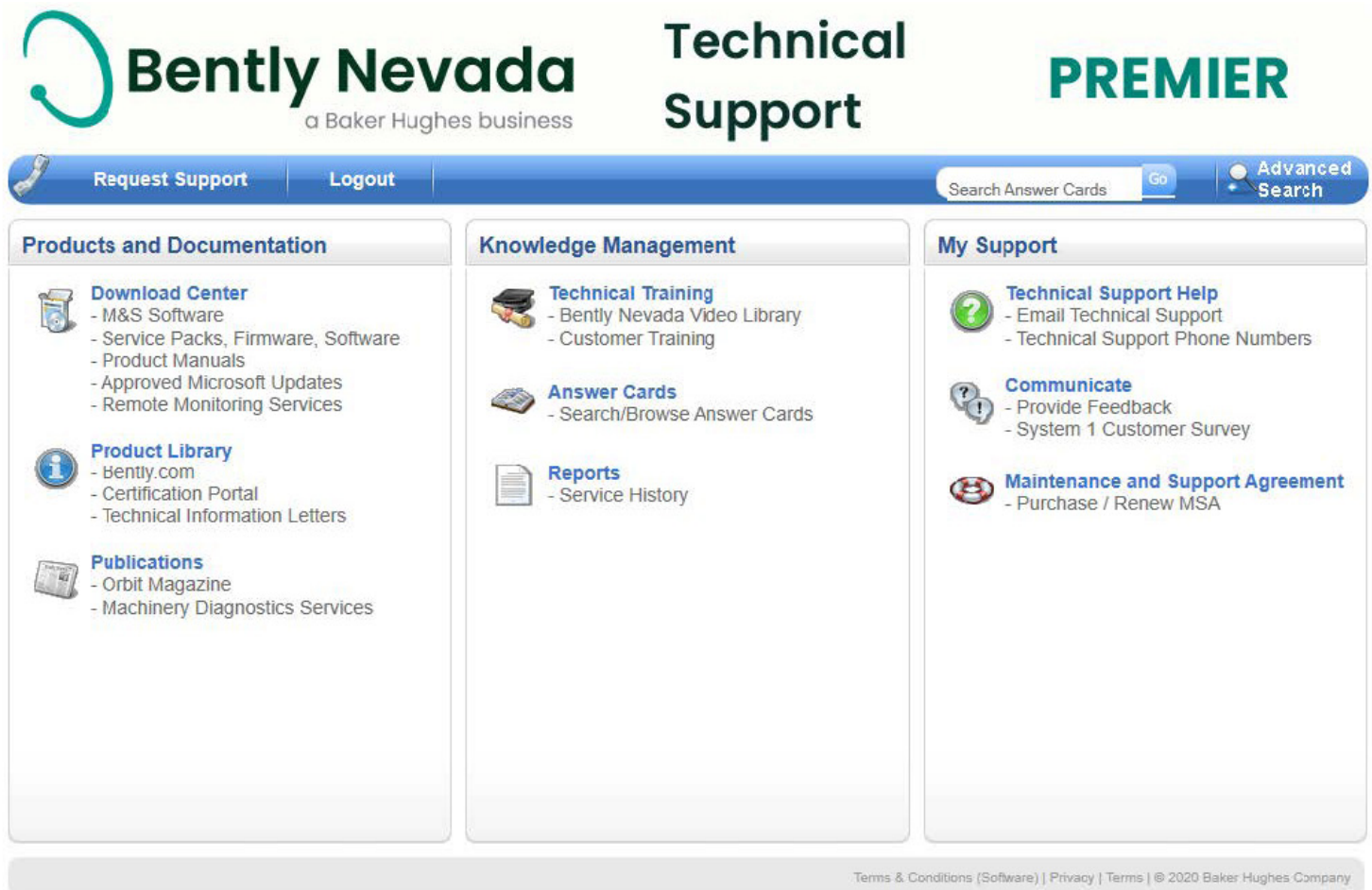
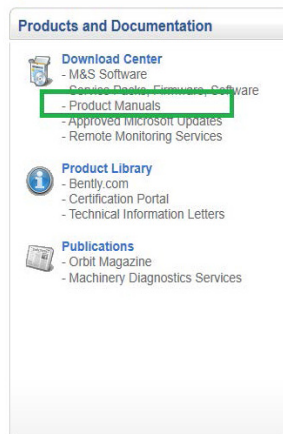


Figure 8: Bently Nevada Technical Support Portal (premier-level M&S Agreement customer view)

Access to Product Manuals and Software/Firmware Downloads

You can also download current product manuals as well as updates to firmware and software. To view the manuals that are available for download, click **Product Manuals** (Figure 9).

Figure 9: Accessing product manuals from the home page



To access updates, click **M&S Software** (Figure 16) on the main page.

Figure 10: Accessing software updates from the Home Page



The Software Download Page (Figure 11) will open displaying a list of software that you are authorized to download.

Software Name	Version	File Size
1701 FieldMonitor™ Configuration Profile (RSLogix5000 Version 9 or Less)	v.1.0	1,009 MB
1701 FieldMonitor™ Configuration Profile (RSLogix5000)	v.2.21	2.09 MB
1701 FieldMonitor™ Configuration Software for RSLogix5	v.1.05	1.92 MB
1701 FieldMonitor™ EDS Files	v.1.10	0.033 MB
3500 Data Acquisition	v.2.52	8.08 MB
3500 Display Software	v.1.52	10.7 MB
3500 Encore Conversion Utility	v.1.1	273 MB
3500 Rack Config. Software v6.4 (3500 Monitor & 3500 Encore Firmware)	v.6.4	104 MB
Adapt.wind™	v.2.42	927 MB
Adapt.wind™ GE Wind only	v.2.3	615 MB
ADRE Quick Configuration Software	v.1.35	73.5 MB
ADRE® Sxp	v.3.23	143 MB
ADRE® Sxp Archive Viewer Edition	v.3.23	143 MB
ADRE® Sxp Network Viewer Edition	v.3.23	143 MB
AnomAlert Enterprise Software	v.1.3	846 MB
Bently BALANCE®	v.3.50	2540 MB
Bently LUBE™	v.2.12	29 MB
Bently Nevada Monitor Configuration software	v.6.3 Rev AE	275 MB
Bently PERFORMANCE™ SE™	v.6.90	21 MB
Enterprise Impact	v.v18.0.5	1,196 MB
Enterprise Impact - Fleet Module	v.17.2 Rev A	2,202 MB
Insight.Mesh Wireless System Firmware & Utilities	v.02.01.05	4.77 MB
MSS Software, Firmware and Manual	v.1.0.0.26	197.97 MB
System 1 Evolution (17.2 to current version, hot fixes, etc.)	v.x.x	0 MB
System 1® Software Upgrade	v.6.95	0 MB
System 1® Basic	v.16.1	359 MB

Figure 11: Software download page

Answer cards

You can use Answer Cards to learn quickly how prior cases were resolved. To access the Answer Card Library, click [Search/Browse Answer Cards](#) on the main page (Figure 12).

- Knowledge Management**
 - Technical Training**
 - Bently Nevada Video Library
 - Customer Training
 - Answer Cards**
 - Search/Browse Answer Cards
 - Reports**
 - Service History

Figure 9: Accessing answer cards from the home page

The Answer Card Library page (Figure 13) opens. To explore a specific issue, enter relevant keywords in the search field and then click **Search**.

The screenshot shows the Bently Nevada Technical Support Answer Cards page. At the top, there is a search bar with the word "Search" next to it. Below the search bar, it says "Records: 1 - 50 of 6126" and "Page: 1 of 123 >". The main content area displays a search result for "Proficiency add-on error for 20.1".

Proficiency add-on error for 20.1 **Key Words:** (click keywords to search) **Last Updated:** 8/31/2020 11:31:13 AM

Question/Comment:
I am running on postgresql on evo 20.1 and i am trying to restore a backup which is done on proficity Evo 19.2.
I got an error while trying to restore this with the suggestion to install a Proficity info.

Response:
On the System 1 Installation Disk, locate the (Proficity Historian Add-on) directory and install the Proficity Add-on.

Ranger Pro's turn red 20 minutes after provisioning **Key Words:** (click keywords to search) **Last Updated:** 8/28/2020 2:10:12 PM

Question/Comment:
They currently have setup.

One Honeywell device manager
One Honeywell access point
4 ranger pro repeaters
44 ranger pro sensors (all latest firmware)

I wanted to add so more...

Response:
Check the below items
The main areas that were making it fail was --
AP was at 100 percent capacity. Easily viewed/shown via the map.
Every sensor was set as a router which uses more bandwidth more...

Event 1004 and 1002 in 3500 System events **Key Words:** (click keywords to search) **Last Updated:** 8/28/2020 2:03:53 PM

Question/Comment:
Customer has problems with the keyphasor on the 3500/50 module.
In system events list I see event 1004 and 1002 for slot 1 on the 3500/22M.

However, I can't find this alarm 1002 and 1004 more...

Response:
Events 1002 and 1004 are very common but poorly documented it seems.
The Events indicate the TDI cannot perform its speed calculations because the assigned Management KPH is not stable or valid.

Figure 13: Answer card library page

The Answer Card Library displays all results (Figure 14) that match the keywords you specified in your search. In this case, we have searched on "3500" (see search box in Figure 14).

The screenshot shows the Bently Nevada Technical Support Answer Cards page with search results for "3500". At the top, there is a search bar with the word "Search" next to it. Below the search bar, it says "Records: 1 - 50 of 682" and "Page: 1 of 14 > Jump". The main content area displays search results for "Event 1004 and 1002 in 3500 System events".

Event 1004 and 1002 in 3500 System events **Key Words:** (click keywords to search) [event 1002, 1004 1002, TDI, 3500/22, 3500/50, kph, keyphasor](#) **Last Updated:** 8/28/2020 2:03:53 PM

Question/Comment:
Customer has problems with the keyphasor on the 3500/50 module
In system events list I see event 1004 and 1002 for slot 1 on the 3500/22M.

However, I can't find this alarm 1002 and 1004 more...

Response:
Events 1002 and 1004 are very common but poorly documented it seems.
The Events indicate the TDI cannot perform its speed calculations because the assigned Management KPH is not stable or valid.

Current value update rate 6.x connector **Key Words:** (click keywords to search) [3500 Rack, Encore, TDxnet, 6.x connector, System 1, 20.1, 19.2, 19.1, 18.2, 18.1, current values, update rate, 10 minutes](#) **Last Updated:** 8/19/2020 6:52:46 AM

Question/Comment:
What hardware does the 6.x Connector support? What data rates are available for the supported hardware?

Response:
Devices supported are TDxnet, Encore, EI mesh and Trendmaster (prior to 19.2). 3500 and other devices natively supported in System 1 Evo are not supported with the 6.x connector. The 6x Connector ba more...

3500 refresh to SIL Upgrade Path **Key Words:** (click keywords to search) [3500 refresh, SIL, Non-SIL, Upgrade path](#) **Last Updated:** 7/31/2020 11:44:26 AM

Question/Comment:
If a customer has a new (refresh) rack with all latest refreshed 3500 modules, can the relevant 3500 modules be upgraded to SIL1 in the field? If so, is there a list of mod's we need to order and a more...

Response:
Although refresh both SIL and Non-SIL products are 99% identical hardware wise, standard product was sold, manufactured, and serialized as standard product. There is no field upgrade path for Standard more...

3500/94M compatibility with RS Power station Display **Key Words:** (click keywords to search) [3500/94, 3500/94M, legacy display, parker, RS Power Station, router box, KVM extender](#) **Last Updated:** 7/31/2020 9:25:56 AM

Question/Comment:
Customer found a bad I/O in 1 of their two racks, with 3500/94, they also have a router box in the system with a Parker (RS Power Station Display). They need to replace the bad I/O & monitor module vi more...

Response:
Yes, the 3500/94M monitor moduls and I/O module are compatible with legacy the 3500/94 CTC Parker RS Power Station Display model, KVM extender hardware, and Router Box hardware.

Figure 14: Answer card library search result page

To view a specific Answer Card, click its title. In this case, we have clicked on the first search result in Figure 14. The corresponding Answer Card is then displayed (Figure 15). Each Answer Card includes a description of the issue, the response from Technical Support, any associated keywords, an indication of the product line(s) affected by the issue, and attachments that provide more detailed information.

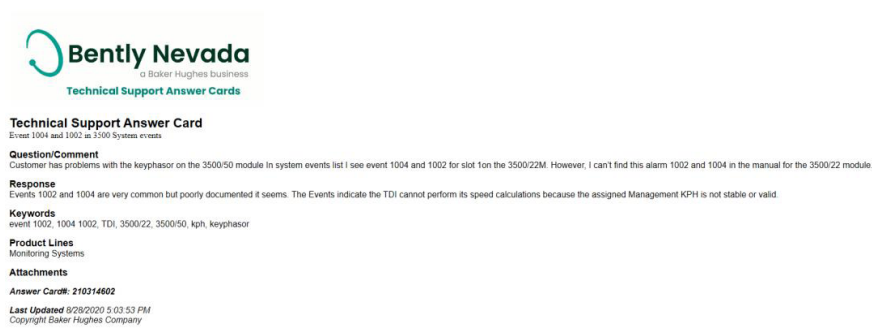


Figure 15: Answer card

You can also conduct a basic Answer Card search from the home page of the web portal. Located beside this search field is the Advanced Search link (Figure 16), which allows you to search specific categories of Answer Cards.



Figure 16: Home page Answer Card search box with advanced search

On the Advanced Search screen (Figure 17), click the desired category, enter your keywords in the search field, and then execute the search by clicking **Go**.



Welcome to the BN Technical Support Answer Card Library

Search BN Answer Cards: **GO**

Advanced Search: [show](#) | [hide](#)

- All Records
- Monitoring Systems
- Trendmaster Pro
- Portables
- Transducers
- Software
- Test, Simulation, Calibration




Example: search for '3500 Rack Software'


Figure 17: Advanced Search screen

Computer-based training (CBT) links

The Bently Nevada Video Library link on the main page allows you to access self-paced, on demand training for products you have purchased. To launch a video, click on the Bently Nevada Video Library link and then click the title of the desired module, such as **Alarm summary Measurements** to download the video (Figure 18).

Knowledge Management

- 
Technical Training
- Bently Nevada Video Library
- Customer Training
- 
Answer Cards
- Search/Browse Answer Cards
- 
Reports
- Service History



Bently Nevada
a Baker Hughes business

Technical Support

Software Services

Bently Nevada Training Library

Bently Nevada Training Videos are in .mp4 format unless other wise noted.

[Back to Basics Series](#)
[SCOU1100 & vix Series](#)
[System 1 Evolution 20.1](#)
[System 1 Evolution 19.2](#)
[System 1 Evolution 19.1](#)
[System 1 Evolution 18.2](#)
[System 1 Evolution 18.1](#)

System 1 Evolution 20.1 Training Videos

Training Video Title	Version / Link	Filesize (MB)	Date
Alarm Summary Measurements	20.1	46	28-Apr-2020
Core Alarming	20.1	55	28-Apr-2020
Manual Input	20.1	24	28-Apr-2020
Modbus Device Integration	20.1	31	28-Apr-2020
Native Trendmaster Integration	20.1	52	28-Apr-2020
OPC UA Export	20.1	72	28-Apr-2020
Plot - Theming and Log scales	20.1	31	28-Apr-2020
Plot-DC Orbit and Vector	20.1	25	28-Apr-2020
Plots - Orbit Overlay and Polar Enhancements	20.1	25	28-Apr-2020
Proficy to PostgreSQL Migration	20.1	36	28-Apr-2020
System 1 Workflow Demo	20.1	217	28-Apr-2020
Template Export_Import	20.1	42	28-Apr-2020
User Management-Rights Assignment	20.1	26	28-Apr-2020

[Top of page](#)

Figure 18: Accessing our video library

