DV3107 – Alarm Handling: Closing an Alarm

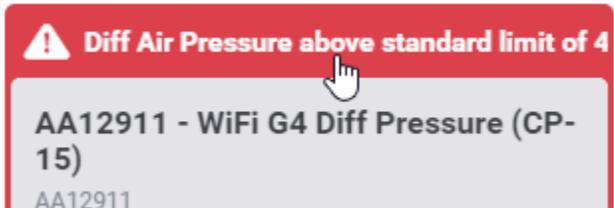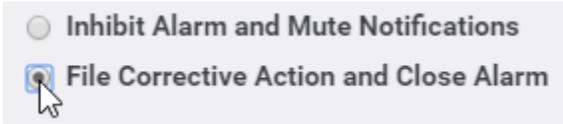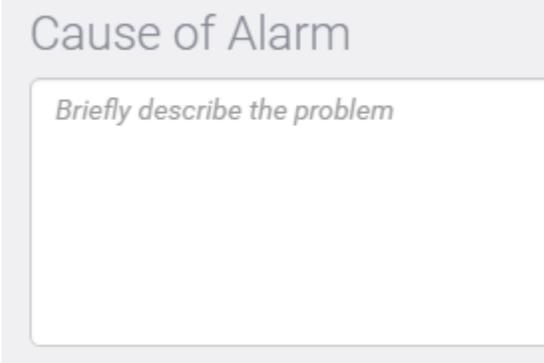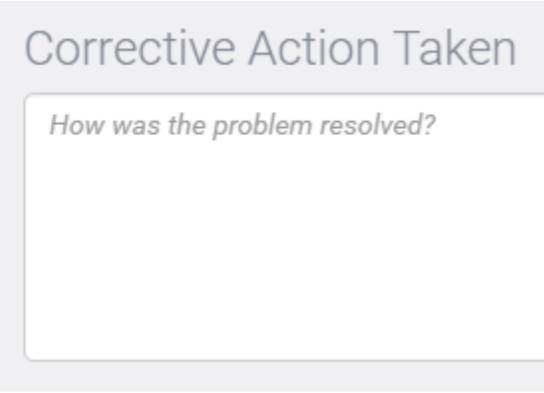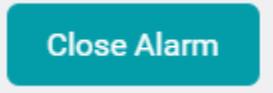|	
Scope	Resolving an Alarm and Filing a Corrective Action for an Asset which is in an Alarm state.
Purpose	**After the cause of an alarm has been investigated and resolved**, filing a Corrective action and closing the alarm in the system will document and resolve the alarm state on a given Asset. See related documents for information on how to inhibit an alarm and delay notifications while you are researching the root cause of an alarm, or working to resolve it.
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

Step 1	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. **Note:** The number on the button will be "0" if there are no Assets in alarm.	
**Results:** The tiles below will now be only the Assets in alarm. Find the Asset which alarm you are going to inhibit.	
Step 2	Click the Tile Alarm notification on the color bar at the top, or the input badge.	

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Results: Detailed information on the Asset is displayed and divided into three tabs in the top right: Chart (recent readings), Readings (list of recent readings), Alarm Resolution (alarm handling tab).

Step 3	Select the Alarm Resolution tab from the upper right corner of the Asset window.	dings Alarm Resolution

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 Close the alarm.

Step 4	Select the second option: File Corrective Action and Close Alarm	○ Inhibit Alarm and Mute Notifications ◉ File Corrective Action and Close Alarm

Results: You will now be able to enter information about the cause of the alarm as well as the action that was taken to resolve the issue.

Step 5	Optional: Select one or more causes from the list on the left-hand side of the screen.	☑ Power switch turned off. ☐ Temperature setting knob changed. ☐ Excessive Cooling ☑ Fan not turning properly. ☑ Dirty condensor. ☐ Tempsys sensor damaged or not attached. ☐ Door latch fails to shut completely.

Results: Each selection from the left will fill in a new line item in the Cause of Alarm field and a typical corrective action associated with that cause in the Corrective Action Taken box.

Step 6	Type your own description for the cause of the alarm in the Cause of Alarm text box.	**Cause of Alarm** *Briefly describe the problem*

Results: You can add your description on its own, or in addition to those filled in by using the pre-defined selections on the left.

Step 7	Type a description of what steps you took to resolve the issue that caused the alarm.	**Corrective Action Taken** *How was the problem resolved?*

Results: You can add your description on its own, or in addition to those filled in by using the pre-defined selections on the left. 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.

Step 8	Enter your username and password.	Username Password

Results: This will authenticate the process, and add your credentials to the Audit log to show who added the user and when.

Step 9	Click Close Alarm button.	**Close Alarm**

Results: The alarm is now resolved, and the Asset will return to a normal (non-alarm) state.

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.
DV3105	Alarm Handling: Inhibiting an Alarm	Disabling system notifications for an Asset by temporarily Inhibiting an Alarm for an Asset which is in an Alarm state.