WEBINAR

ifm Smart Observer - Versatile online monitoring Webinar

Questions & Answers

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ifm – close to you!

Q & A

Is it possible for Smart Observer to work with other vendor IO-Link sensors, either connected on other vendor IO-link master or IFM master? Is third party sensors and gateways connectable?

Yes. 3rd party IO-Link sensor data can be read into Smart Observer via LR Agent.
3rd party gateways are also possible provided they communicate with an Interface protocol that is supported by the LR Agent.

Can Smart Observer be installed on a Mac / Apple product?

No, unfortunately not, however it is possible to open the software if it is installed on another PC from a Mac / Apple product through the browser.

Is the Smart Observer Agent suitable to run in a Virtual Machine?

Yes, as long as the virtual machine has access to the host's network ports, you will be able to read and write data in.

Can this be implemented without change to my current factory floor?

Yes, either using standalone devices such as IO-Link masters or if your current devices allows for an interface that the LR Agent supports. Additionally the data can also be read directly from a PLC.

Are there redundancy options for the data to the Smart Observer and backup of data?

Yes, it is possible to create some redundancy, especially on the database side.

What is a "When statement"? he mentioned it when he said it can do "If" statements, etc.

Apologies, I meant to say "while" statements.

Can smart observer be used to control outputs so stop or start a pump?

No, the Smart Observer is only for observation of data.

Can you have animated graphics on the dashboard?

For pictures of plants and backgrounds unfortunately no. However it is possible to show a On / Off contact, level, pressure, temperature by using the graphical pictures available.

Q & A

Can the LR agent be used without Smart Observer for applications where I only want to read data and pass it to another 3rd party software?

Yes the LR Agent can be used as a tool to read data and then pass it on to 3rd party applications such as HTTP systems.

Can I use the LR agent to write a CSV files automatically instead of exporting from CSV Smart Observer?

Yes the LR Agent supports a file interface where it can generate text files on demand and insert data into these text files. It is also possible to read data from text files in LR Agent.

How many different users can I have on Smart Observer?

This is dependent on system memory available on the PC where Smart Observer is installed. Because each user can observe and run his own dashboards. Essentially Smart Observer access the database for each user logged in at the same time. For this we recommend at least between 1 to 2GB of memory per user. So 16GB would allow you about 6 users, considering we also want to leave memory available for the host system to still function correctly.

Do you pay for the email or SMS function?

For email functionality no. For SMS functionality you would need to subscribe to a bulk SMS service.

Will I be able to see this on my mobile device then?

Yes, as long as your mobile device has a web browser and either internet or Wifi connectivity you can connect to the network which the PC running Smart Observer is running on and you will be able to open Smart Observer on your mobile device.

Do I need to be connected to the internet for Smart Observer to work?

No, no need for internet connection unless you want to be able to use the Email and SMS functionality.

Can we upload documents e.g. calibration certificates to tasks that have been completed?

Yes, the Task window allows you to upload additional documentation / photos of the task if needed.

Q & A

What browsers does Smart Observer support?

Any popular web browser is possible such as Google Chrome, Firefox, Internet Explorer, Edge, Opera, etc.

How many different interfaces / devices can I run at the same time connected to the LR agent to read data?

This is essentially dependent on the amount of process readings coming in from each interface, the sample time of these process readings, system resources of the PC as well as the database being used.

What is the size of the database where the data is saved?

This is dependent on the type of database software used as well as the allocated space for this database from within in the database software. But in theory if you have 500GB available on your hard drive then you can use 500gb for the database.

Would you say that this is an ideal package for a maintenance planner?

It is possible to use Smart Observer as a maintenance planner as you can schedule tasks on demand as well as periodically on a repeating cycle. But by no means can it replace popular planning systems such as SAP that can be linked together with stock planning etc. But for a small-scale planning system it is definitely possible.

How secure is Smart Observer?

Smart Observer has access rights with username and password. But ultimately security on the network is determined by your organisation's IT department and networks. For this reason, Smart Observer is only a monitoring and observation software and not used for control.

Is the Smart observer Software a free downloadable software?

No, the software is purchased from IFM with a once off license that is used during installation. Please contact your local IFM sales engineer to determine pricing, as there is different variations of the software available depending on the size of the database you would like to use.

Q & A

In terms of Connecting to PLC "complexity Part of the 3Cs", TIA can connect to IO-Link, but can IO-Link be integrated to Siemens PCS7?

Yes, it can. IO-Link on Profinet for example still makes use of a GSDML file for the hardware configuration. For this reason, it would be possible to read IO-Link data into PCS7. It would be beneficial to populate and make use of a function block in PCS7 to interpret the data from the IO-Link master effortlessly.

Can your database be accessed for other reporting software?

Yes, IFM has decided to use SQL database for Smart Observer as versions of it are freely available from Microsoft. Inside SQL you can create additional users that can interact with Smart Observer Database to read data for other reporting software. With that being said Smart Observer is not only limited to SQL database.

Are there any license fees required for the LR agent and/or Smart Observer?

Yes, once off license together with the purchase of Smart Observer per each installation of Smart Observer.

Can you create alarms/SMS/email based on existing PLC info?

Yes, 2 scenarios: Firstly the LR Agent can receive a alarm Bit / Bool / message from a PLC and then when this value becomes true, Smart Observer can be used to send out a customized email / sms. Secondly the LR Agent can read the physical process value from the PLC and then you can set alarm levels and limits on Smart Observer and send out customized email / sms.

Can you "push" tasks on maintenance management to an existing system like PRAGMA or SAP?

No, not from Smart Observer. The maintenance task in Smart Observer are only confined within Smart Observer.

Thank you for Participation in our Webinar

Do you have any questions about the products featured?

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