

# Customized Training Overview

## Diagnostics and Service Training for End Users

<b>Name</b>	AS_D_TR1
<b>Description</b>	After a machine is delivered, it is maintained by the machine manufacturer or the end user. Various factors can cause errors and machine downtime. The diagnostic options available in the control environment or on the B&R controller can be used to gain a quick overview of the situation. The B&R website and the user's manuals provide valuable information.
<b>Goal</b>	<ul style="list-style-type: none"><li>▪ B&amp;R system overview and topologies</li><li>▪ Typical sources of errors on machines</li><li>▪ Serial numbers and model numbers</li><li>▪ Maintenance guidelines for B&amp;R systems</li><li>▪ Arranging replacement parts and serving as contact person</li><li>▪ System Diagnostics Manager</li><li>▪ Saving system dump and logger</li><li>▪ Runtime Utility Center</li><li>▪ Backing up and restoring CompactFlash</li><li>▪ Online connection &amp; command lists</li><li>▪ Module replacement and documentation</li><li>▪ B&amp;R website functionality</li><li>▪ Exercise examples and their application</li></ul>
<b>Content</b>	<u>TM920 – Diagnostics and Service for End Users</u>
<b>Prerequisites</b>	Basic technical training
<b>Duration</b>	2 days