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FINAL REPORT

DP/SYR/92/009
Introduction of Computer Managed Maintenance Systems (CMMS) in the Syrian Industrial Sector
Amendment C
Contract N° 98/285

Author: Loïc RUILLET
Version: 1.0
Date: 07 November 2003
# MODIFICATIONS

<table>
<thead>
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<th>Version</th>
<th>Date</th>
<th>Comments</th>
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<td>1.0</td>
<td>07/10/2003</td>
<td>Creation of the document by Loic RUILLET – Project Manager</td>
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1. INTRODUCTION

1.1. Objectives

This document details the activities carried-out for the additional work as defined in Amendment C.

1.2. Maintenance

As defined in Amendment C, SIVECO shall provide one (1) year of full maintenance starting from 1 January 2004 for COSWIN Mobile solution.

HIAST and the four sites are covered by the Maintenance Contract and can be in contact with the SIVECO Technical Center, either by phone, mail or using the technical Web Site.

SIVECO GROUP TECHNICAL CENTER

Adresse : Miniparc Euromédecine
912, rue de la Croix Verte
Batiment A
34000 MONTPELLIER
FRANCE

Phone : +33 499613800
Fax : +33 499610045

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Web Site : http://www.tc.siveco.com
2. ANNEXES

2.1. PROCES VERBAL D'INTERVENTION

Enclosed copy of documents used internally by SIVECO GROUP and signed jointly by HIAST and SIVECO GROUP.
## PROCES VERBAL D'INTERVENTION

<table>
<thead>
<tr>
<th>VOTRE COMMANDE:</th>
<th>DU:</th>
</tr>
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<tbody>
<tr>
<td>REFERENCE SIVECO:</td>
<td>PFO</td>
</tr>
<tr>
<td>COMMERCIAL SIVECO:</td>
<td></td>
</tr>
<tr>
<td>CLIENT:</td>
<td>UNITED NATIONS INDUSTRIAL DEVELOPMENT</td>
</tr>
<tr>
<td>ADRESSE:</td>
<td></td>
</tr>
<tr>
<td>SITE D'INTERVENTION:</td>
<td>DAMASCUS - HIAST</td>
</tr>
<tr>
<td>INTERLOCUTEUR CLIENT:</td>
<td>Mounira LATRECH / Alexander VARGHESE - UNIDO Bashir BRIZE - HIAST</td>
</tr>
</tbody>
</table>

| INTERVENANT SIVECO: | Loïc RUILLET |
| DATES DE L'INTERVENTION: | 10/10 to 15/10/2003 |
| NOMBRE DE JOURS EFFECTUES: | 5 |
| CREDIT INSTALL: | AU: |
| CREDIT FORMATION: | AU: |
| NBR DE NUITS SUR PLACE: | |

### OBJET DE LA MISSION SIVECO (résumen, voir détail ci-join) :

COSWIN MOBILE BY PDA
(SIVECO offer reference PFO0030514_01)

### REMARQUES SUR LE DÉROULEMENT (Observations client, matériel livré ou prêté par siveco) :

HIAST was installed with a COSWIN MOBILE demo license and the installation CD was not given to HIAST.
5 COSWIN MOBILE kit (CD + updated license) will be sent after the signature of the contract amendment.

### ANOMALIES CONSTATEES (Actions siveco/client, conclusion) :

HIAST states that the task has been performed by SIVECO GROUP with the followings remarks or reserves:

- It was not possible to demonstrate the downloading of Stock Count from PDA to the database. An export of the HIAST training database was provided to SIVECO in order to allow the Technical Center to investigate the problem.

- It was explained that in ADRA and AL-FURA SPINNING database, the material cost field of the WO is not informed. Since the problem is not simulated in HIAST database or in version 6.1A, an export of ADRA database and the screen (CWRES) will be sent to SIVECO in order to allow the Technical Center to investigate the problem.

**FAIT LE:**

Loïc RUILLET - Project Manager  Bashir BRIZE - National Project Director

**Signature:**
**PROCES VERBAL D'INTERVENTION (Suite)**

<table>
<thead>
<tr>
<th>Poste</th>
<th>Libellé</th>
<th>Date livraison</th>
<th>Qui</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>COSWIN MOBILE BY PDA</td>
<td>15/10/2003</td>
<td>Loïc RUILLET</td>
</tr>
</tbody>
</table>

**SITE D'INTERVENTION:**  
DAMASCUS - HIAST

**INTERLOCUTEUR CLIENT:**  
Mounira LATRECH / Alexander VARGHESE - UNIDO  
Bashir BRIZE - HIAST

---

**FAIT LE:**  
Loïc RUILLET - Project Manager  
Signature:

**Date:** 07 November 2003
2.2. TECHNICAL REPORT
Planning defined for the PDA mission

The planning defined for the PDA mission is the following:

- Installation of the COSWIN PDA solution
- Configuration of the COSWIN PDA solution
- Training on the COSWIN PDA solution
- Questions & Answers on the COSWIN PDA solution and / or COSWIN

The mission took place at HIAST from the 11/10 to 15/10/03.
Introduction

1. Overview of the COSWIN PDA solution

- The PDA exchange information with the workstation when plugged in the cradle via the USB port
- The workstation connects to the synchronisation server based on the configuration defined for the PDA
- The synchronisation server:
  - Update the COSWIN database via Interface Data Exchange
  - Retrieve data from the database via SQL script

2. HIAST configuration

The configuration in HIAST is similar to the site's configuration.
Installation of the COSWIN PDA solution

1. Introduction
This chapter reminds the key point, full procedure was given to HIAST.

2. Installation of the programs
The programs are installed using SETUP.EXE

3. Configuration of the synchronisation server
   It installed is pre-configured to be used with COSWIN PDA solution.
   To finalise the settings, run ULSA programs (Start – Programs – COSWIN Interfaces – COSWIN Mobile (Server) 6.01 – ULSA – Ulsa Server)

3a. Definition of the ODBC
   This is done using the menu Server – Configuration- Import/Export and the ODBC driver (COSWIN Database) as well as the alias, user and password for the database access must be defined.

3b. Modification of user, password
   This is done using the menu Utilisateurs and this allow to add new users and modify the password.

Important:
- The path of the user directory must be changed to D:\ for each user.
- The file CONFIG.TXT must be manually modified with user id and password and copy as CONFIG.PDA in the PDA
  (see documentation for more information)
3c. The communication sentinel
The communication sentinel is used to send and receive messages from the PDA. It needs to be started using the icon showed in the below screen capture.

Remark:
ULSA can be executed as services, this can be defined in Server – Configuration – Générale.

In this case, the communication sentinel is started automatically.

4. Configuration of Interface Data Exchange programs
IDE is used to update the database based on the information received by ULSA. It is just needed to enter once in IDE to enter “interfcs” password and the COSWIN database alias and schema. Once this is done, the information are recorded in IDE INI file.

5. Installation and configuration of the PDA

5a. Installation of Activesync
Activesync must be installed and configured on the workstation used to download the PDA. Activesync is a program provided by Microsoft which is enclosed on the CD that comes with the PDA. If needed, Activesync is provided on COSWIN Mobile PDA kit.

5b. Installation of COSWIN Mobile client
Execute the program ppc20002.EXE if the PDA is running Pocket PC 2002. The next time, the PDA will be connected to the PC, then the COSWIN Mobile client will be installed on the PDA.

5c. Configuration of the PDA
To finish the installation, the file CONFIG.TXT renamed as CONFIG.PDA must be copied to the PDA in COSWINMOBILE\ directory.
6. Configuration of the connection between the PDA and ULSA
On the PDA, the IP address of the synchronisation server must be defined in order to allow the PDA to communicate with ULSA.

This is done on the PDA with the menu PARAMETERS – SYNCHRONISATION. For USB connection, the connection must be defined as type "Ethernet" with the IP address or the name of the synchronisation server.

<table>
<thead>
<tr>
<th>Delay</th>
<th>30</th>
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</thead>
<tbody>
<tr>
<td>Type</td>
<td>Ethernet</td>
</tr>
<tr>
<td>IP Srv</td>
<td>172.25.23.100</td>
</tr>
<tr>
<td>Login</td>
<td></td>
</tr>
<tr>
<td>Pass</td>
<td></td>
</tr>
<tr>
<td>IP Loc</td>
<td>0.0.0.0</td>
</tr>
<tr>
<td>DNS1</td>
<td></td>
</tr>
<tr>
<td>DNS2</td>
<td></td>
</tr>
<tr>
<td>Tel</td>
<td></td>
</tr>
</tbody>
</table>

![Configuration Menu](image)
### Additional technical discussions

Some of the points were already discussed several times between HIAST, the sites and SIVECO.

<table>
<thead>
<tr>
<th>Topics</th>
<th>Remarks</th>
<th>Status</th>
</tr>
</thead>
</table>
| Stock count                         | It was not possible to demonstrate the downloading of Stock Count from PDA to the database.  
An export of HIAST training database was provided to SIVECO in order to allow the Technical Center to investigate the problem. | OPEN    |
| Material cost                       | In Adra and Al-Fura Spinning database, it was noticed that the material cost field is not informed even if there is stock issue done.  
Since the problem cannot be re-simulated with HIAST database, SIVECO request to have a copy (full export) of the database as well the screen (CWRES) to re-simulate the problem and search for the reason. | OPEN    |
| Shutdown                            | It was demonstrated how shutdown behaviour take into account the shutdown period defined in the calendar.  
However, the first date need to be initialised correctly when defining the job guidelines. The next occurrence are then computed by COSWIN taking into account:  
- Calendar  
- Duration  
- Min / Max interval | CLOSED |
| Multiple stores to unique store     | This need to be done using Transfer, in order to move the existing item locations to the main store.  
It needs to be done item by item | CLOSED |
| Actions feedback                    | Feedback of actions was discussed with the different possibilities:  
- action by action  
- using auto-feedback option with option to update the status of several actions | CLOSED |
<p>| Employees belonging to a company    | In COSWIN, the employee tab shows only the employees linked to the entity and not the employees linked to the sub-entity. | CLOSED |</p>
<table>
<thead>
<tr>
<th>Topics</th>
<th>Remarks</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production loss</td>
<td>The need is to enter in the WO the amount of money lost because of the down time. The problem is that the field “Production Lost” is not long enough to store the amount. Two possibilities were explained: - use “Miscellaneous Cost” to store this value like this the production lost will be added to WO Cost. However, it is not advisable to mix production lost cost with maintenance cost - use a free numeric field with a label renamed as Production lost Both possibilities were illustrated. Possibility 2 should be selected since it allows to store the production cost if known and not to mix production lost cost with WO cost.</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Linked jobs</td>
<td>The functionality was explained. It is used to trigger to be plan when the first job is finished</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Turbo feedback</td>
<td>The functionality was explained. It is used to put in a given status (defined in Defaults) a list of selected Work Orders.</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
3. END OF DOCUMENT

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