



**Customer  
Information  
System**

**ACIS**

**Manual**

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# 1 Welcome to ACIS

## 1.1 Introduction

Until 1998, Andritz AG's plant documentation, production manuals and operating manuals were distributed exclusively in the form of hard copies. The multiplicity of the documents and their sheer size mirror the complexity of our plants and systems, and the idea of utilizing new information technologies was only too obvious, because with them, easy access to the documents is ensured for customers and Andritz personnel, both in sales and in design departments.

In an effort to obviate the different proprietary<sup>1</sup> formats, the documents were without exception transformed into PDF or TIF formats. The corresponding "viewers" are installed with the ACIS<sup>2</sup> Search Program at the different user workplaces. The ACIS Search Program offers additional tools and expedients to find the required information contained in the documentation and to use it. The usable search strategies are shaped according to the operational and maintenance practices of Andritz AG's systems.

## 1.2 Licence agreement

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<sup>1</sup> not standard

<sup>2</sup> Andritz Customer Information System

### **1.3 System requirements**

The following system requirements apply to ACIS:

Minimum:

- PENTIUM 120 MHz
- 32 MB RAM
- CD-ROM drive
- Microsoft Windows-95/-98/-NT4.0 or higher

Recommended:

- PENTIUM 300 MHz
- 64 MB RAM

### **1.4 Starting ACIS**

For starting ACIS first place ACIS CD in the computer's CD-ROM drive, which causes the following AutoRun<sup>3</sup> menu to be called. If for any reason whatsoever this does not happen automatically, start the "START.bat" file manually on the CD-ROM. With the mouse select one of these four points described in the following:

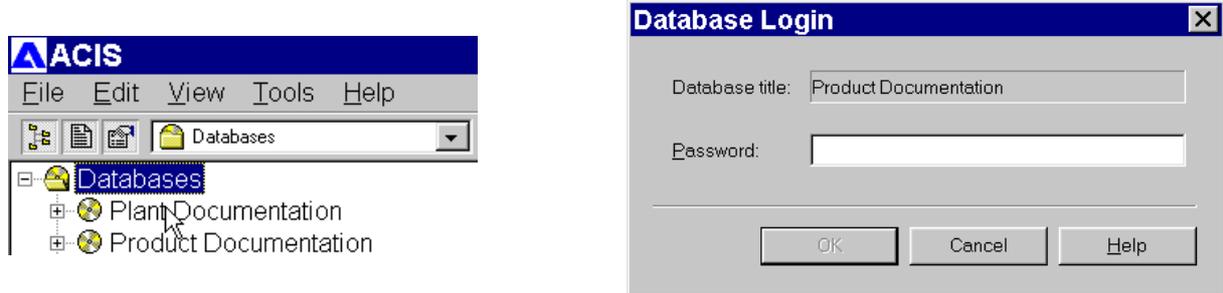
- Users Manual  
Opens this document.
- Start ACIS  
Starts the ACIS database and the Acrobat Reader.
- Andritz Website  
This menu item establishes an automatic link to Andritz AG Website, provided the computer has an Internet access.
- Exit  
Termination of current menu.

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<sup>3</sup> Autorun files on CD-ROMs are automatically started when CD is placed in drive.

## 2 How to use ACIS

### 2.1 Open a database

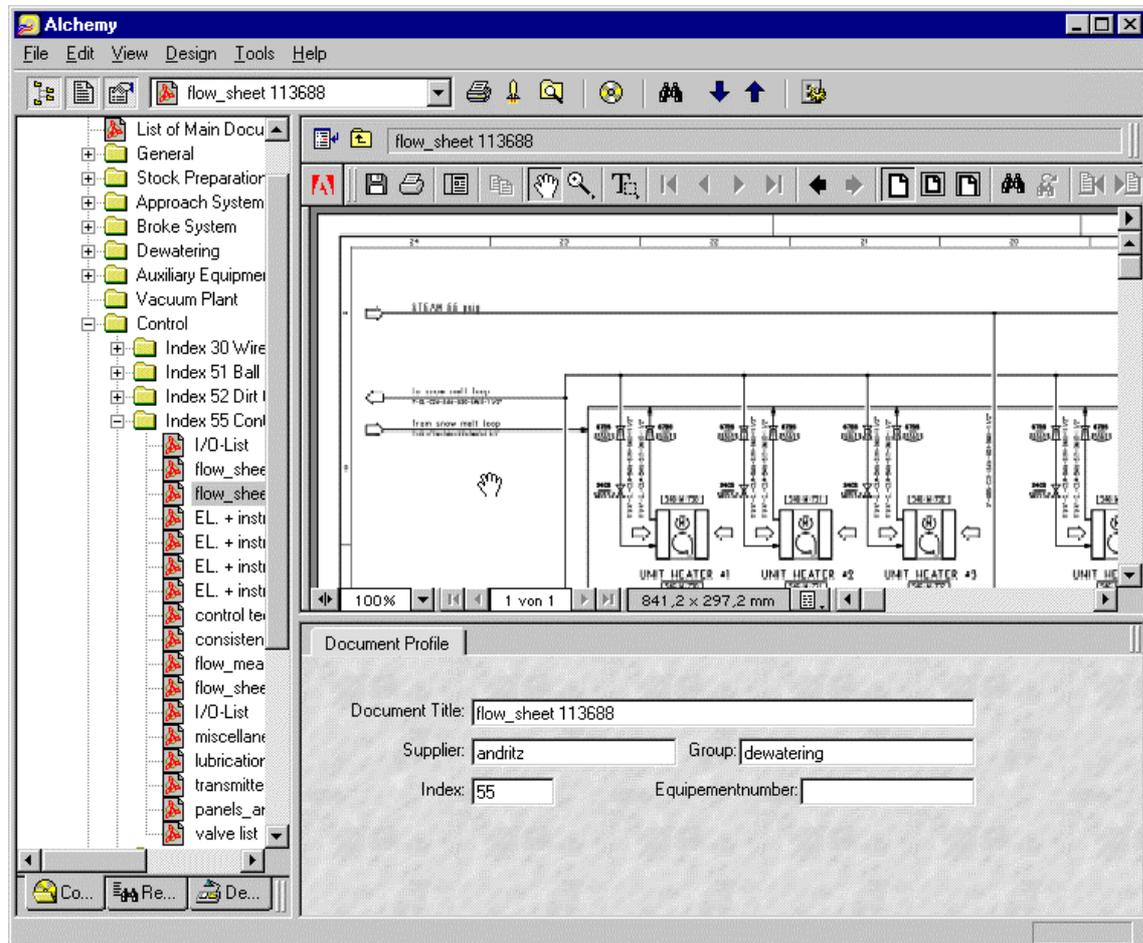


To open a data base, use mouse-key to click on the CD symbol in the upper left-hand corner of the monitor. If the data base is protected by a pass-word, you must enter it in the following dialog box.

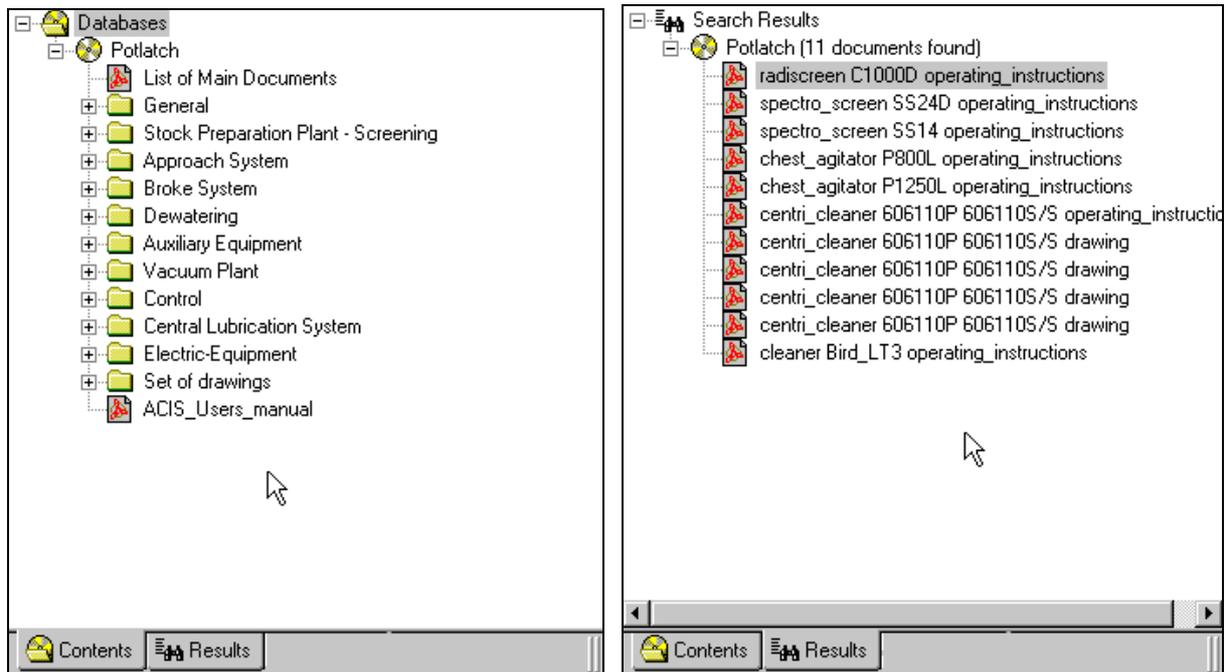
**Note for the ACIS Demo CD: The product documentation password is: "test"**

### 2.2 Workspace overview

An ACIS viewport consists of three interconnected windows. Each window has a different functionality and presents information in a member set with other windows. Manipulation of these windows allows adapting them to special requirements, thus ensuring flexibility in carrying out these activities. The present section contains an overview of these windows.



### 2.2.1 “Tree” - Window



“Contents” pane

“Results” pane

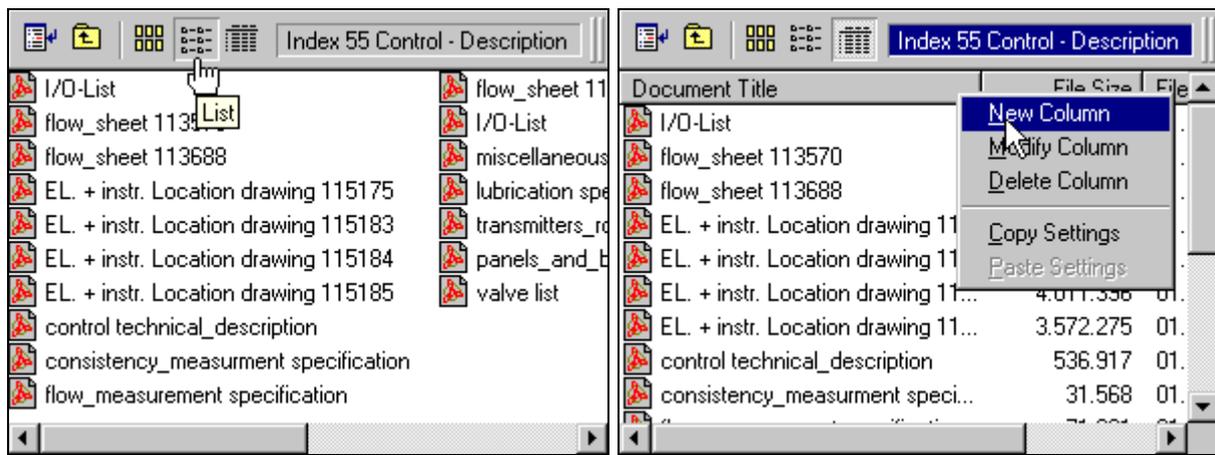
The tree window contains two pane, each with a different data tree.

- **“Contents”** – gives an index of the data base contents
- **“Results”** – presents the results of the search through the index

### 2.2.2 “Viewer” window

The viewer window allows for three different display options:

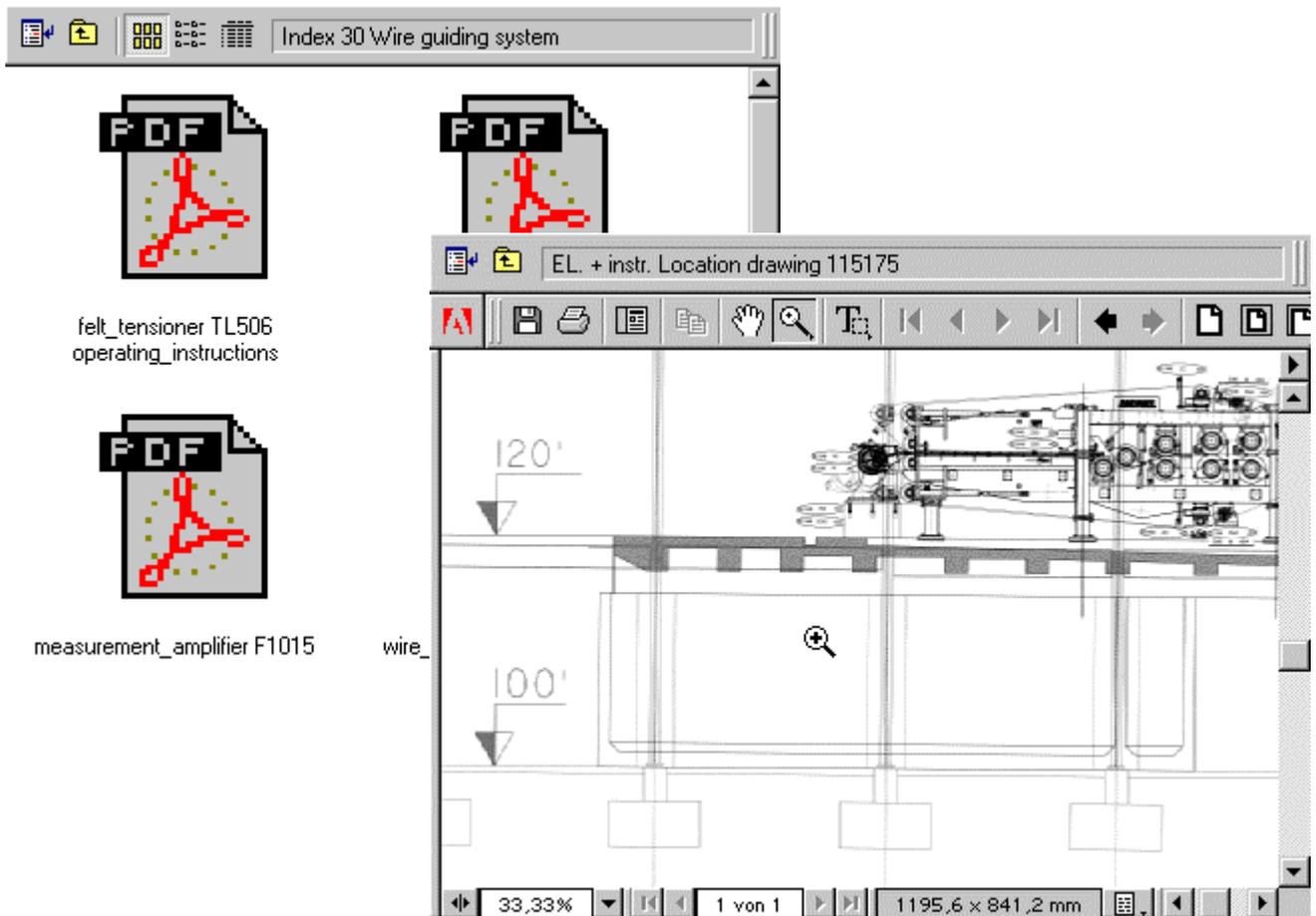
- **“List View”** – the contents of a database or a folder is shown as a list, if this data base/folder has been selected in the tree window.
- **“Detail View”** – to obtain more details of the list displayed, activate the “Detail View” Symbol in the Toolbar. Click the right-hand mouse key (as shown on figure) to add new columns or to cancel columns.



List View

Detail View

## Thumbnail Viewer



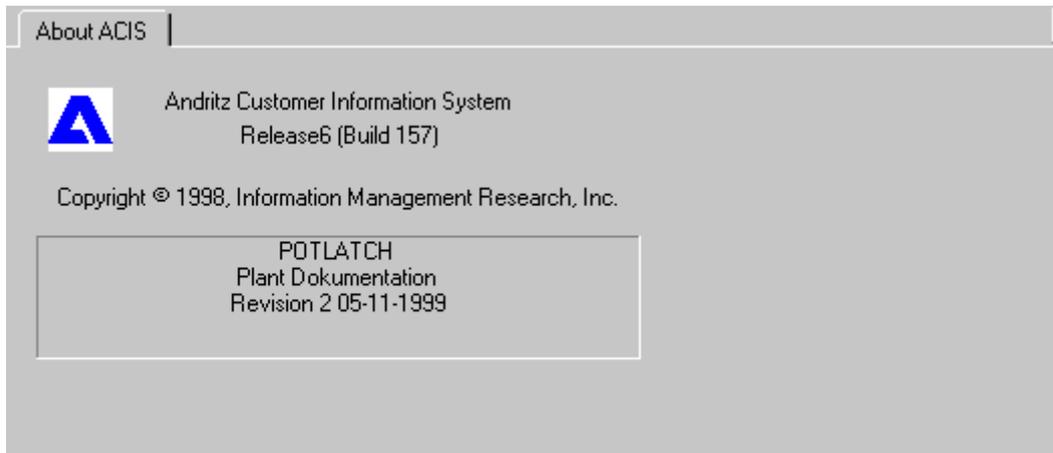
Document Viewer

- **“Thumbnail Viewer”** – In the “Thumbnail” mode, the contents of data bases or folders is shown symbolically, This function may be used in documents containing several pages, and it allows displaying several pages simultaneously.
- **“Document Viewer”** – If a document has been activated in the “Tree” window, the contents of the document or drawing is shown by means of the "Document Viewer" (see also Chapter 2.33. and 2.44.)

### 2.2.3 “Profile” window

Depending on the part of database is carried out, one of the following “Profile” panes with the pertinent information will be shown:

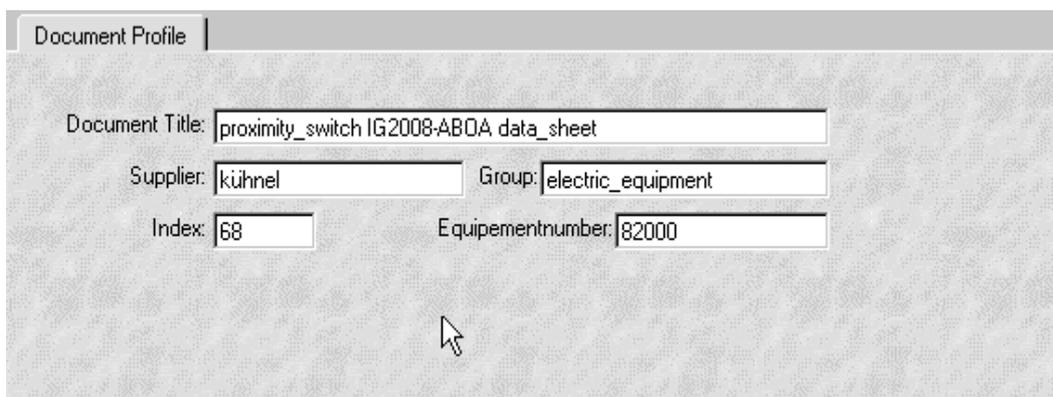
- **Database information**



- **Folder Profile**

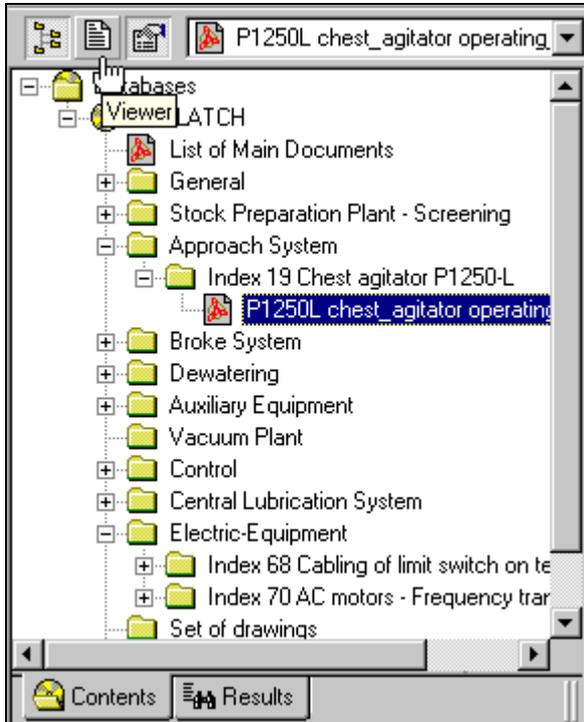


- **Document profile**

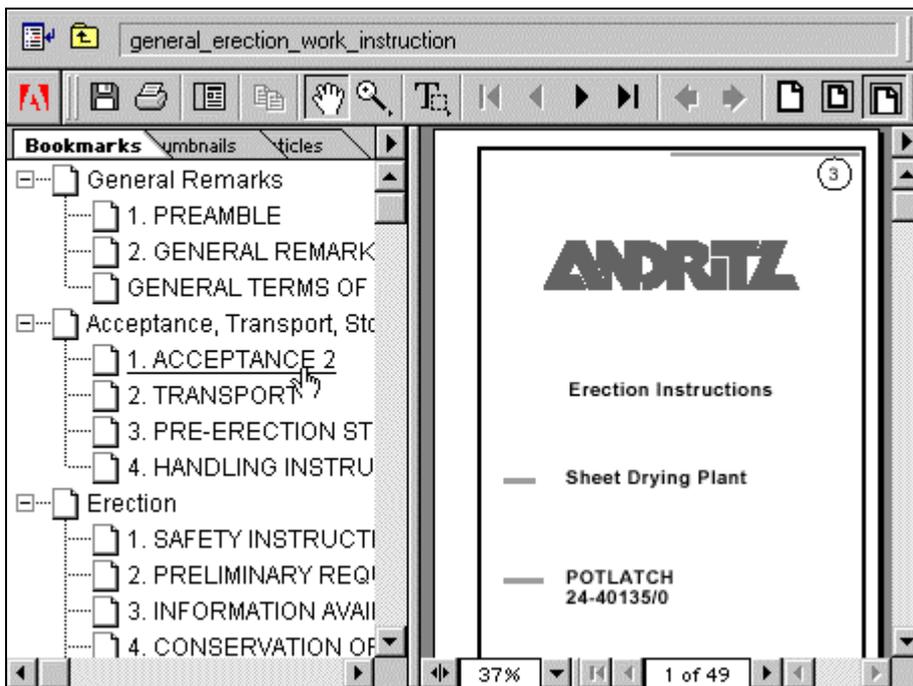


### 2.3 Display of PDF - documents

To display a PDF<sup>4</sup> document, the "Viewer" Window<sup>4</sup> must have been activated and a PDF file marked with the mouse. (See figure)



Then the " Acrobat Reader" is started automatically and the PDF document is shown in the "Viewer" Window with its standard<sup>5</sup>.



<sup>4</sup> Portable Document Format

<sup>5</sup> Standard settings are defined when generating the PDF file.



Using the symbols from the tool bar shown, you can manoeuvre through the different pages of the document, choose between different display variants, search for different contents of the document or print any selected page(s).

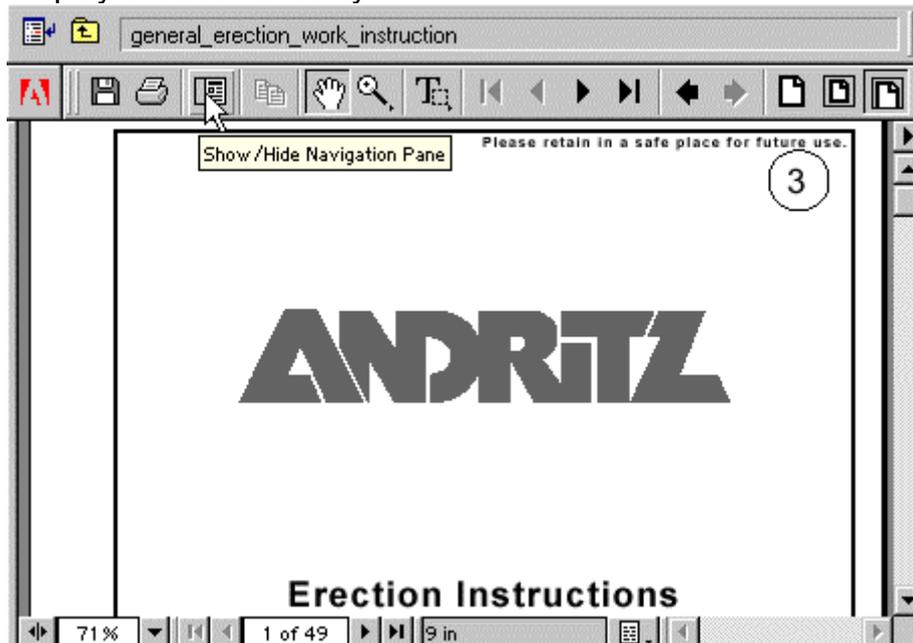
The functions of the individual symbols are described in the following:



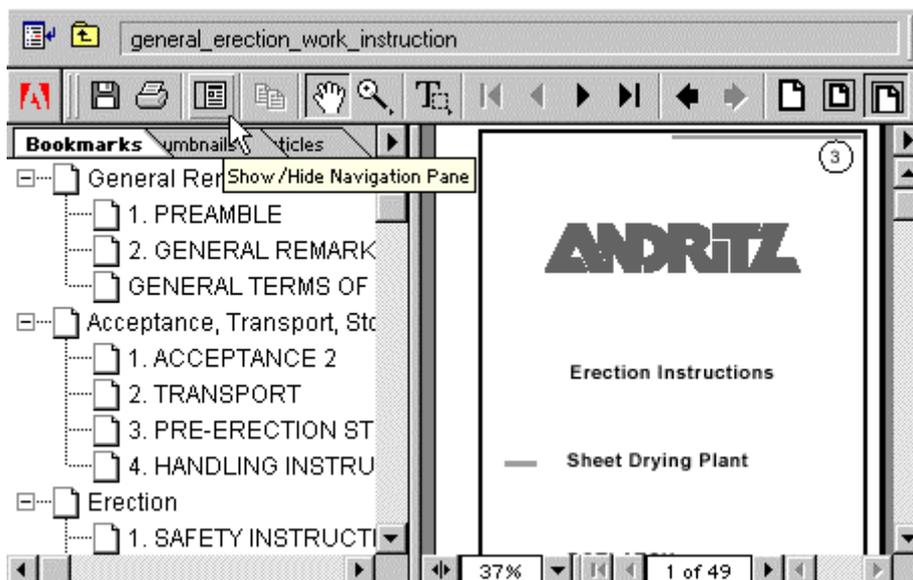
Print one or several pages from document.



Display of document only

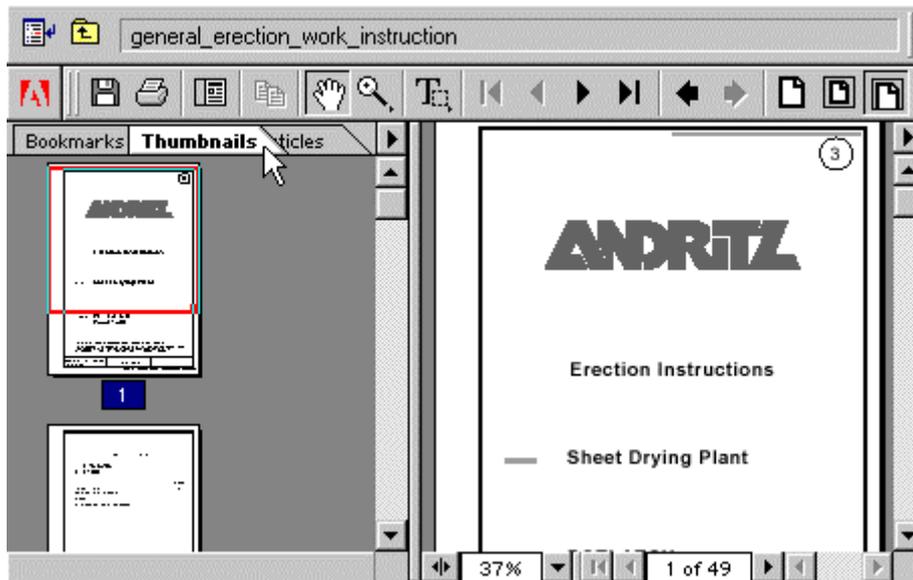


Display of document and index



Move directly to the selected chapter via index by clicking on the mouse key.

## Display of documents and thumbnails



By clicking on a thumbnail the page is instantly displayed.

 copies the text elements marked into clipboard

 Displayed pages can be manually scrolled and "LINKs" are activated by a mouse click.

 Zoom in / out  
The different functions can be selected by keeping pressed the mouse button.

 Marks text, text blocks or graphics.  
The different functions can be selected by keeping pressed the mouse button.

 goes to first page

 goes back one page

 goes forward one page

 goes to last page

 changes to previous view

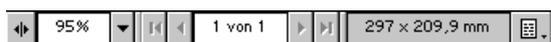
 returns to next view

-  sets page zoom to 100%
-  shows full page
-  zooms page width to full "Viewer" - Window

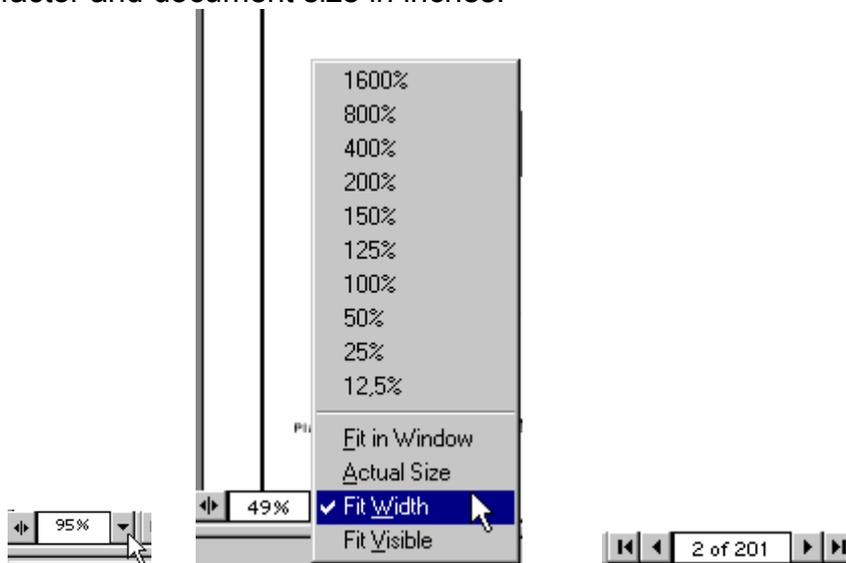
-  opens search dialogue



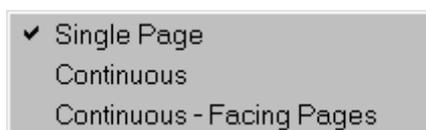
-  continues search



There are three elements in the bottom left-hand corner showing the page number, zoom factor and document size in inches.

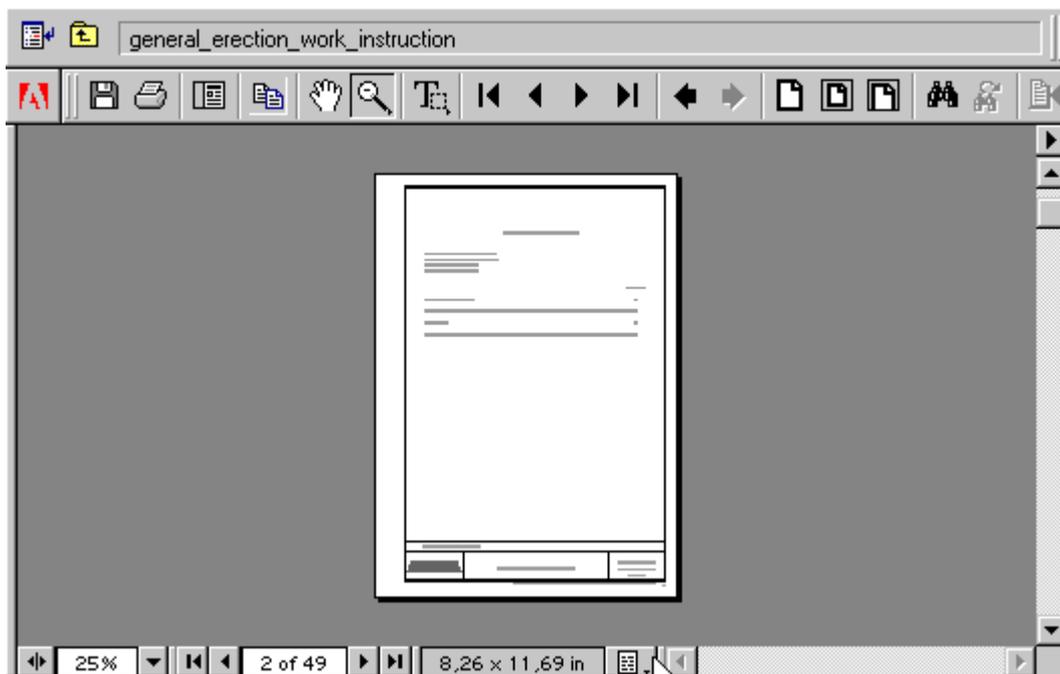


By clicking on the appropriate element, the current page, zoom factor and display mode can be changed.

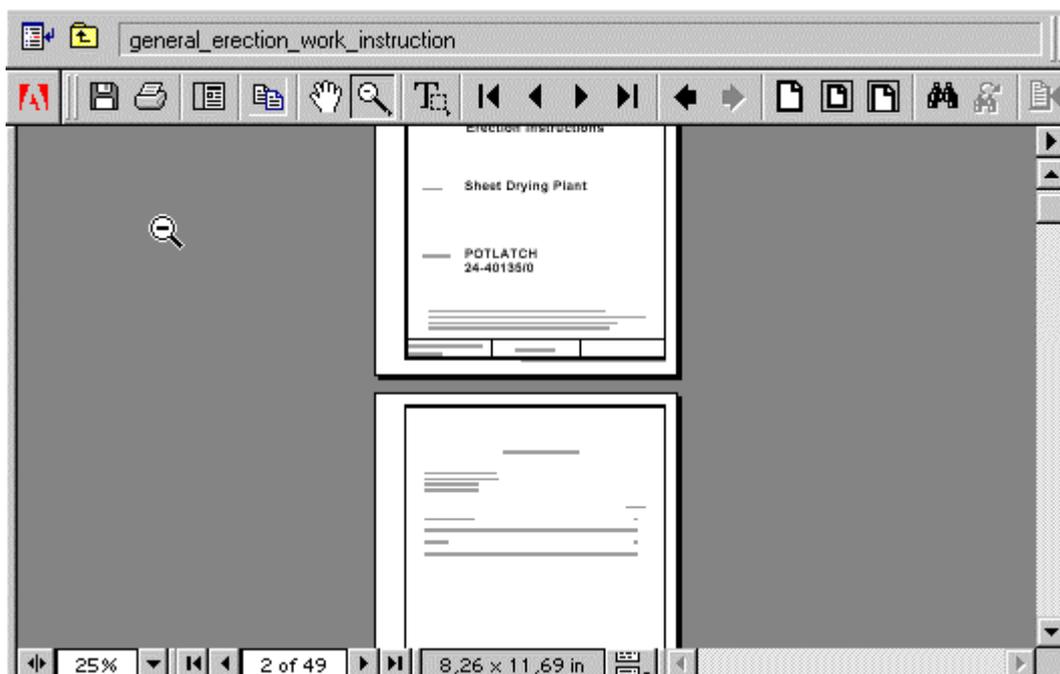


See next page for display mode.

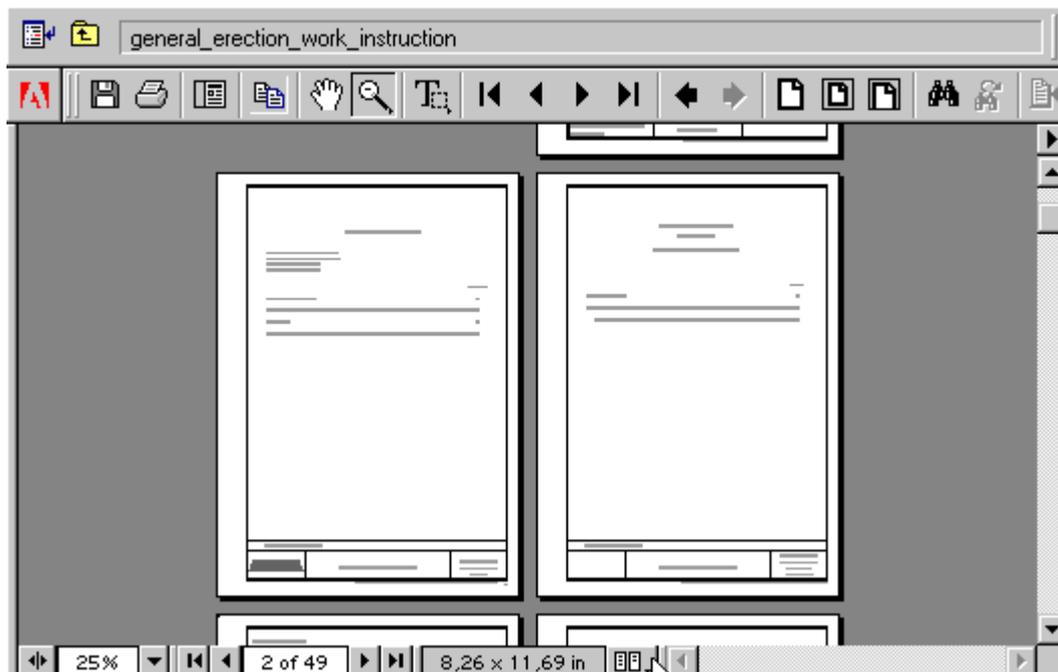
### Single Page



### Continuous

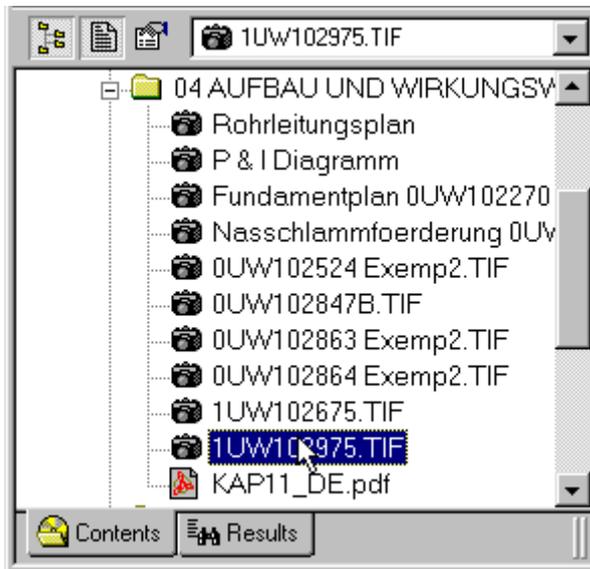


### Continuous – Facing Pages

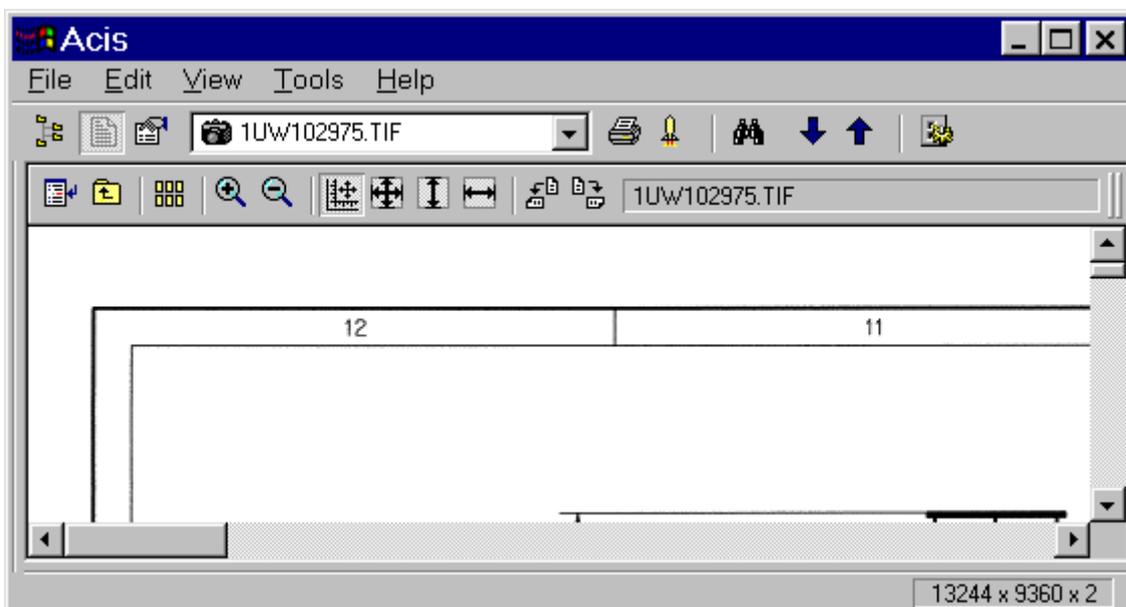


## 2.4 Display TIF documents

To display TIF<sup>6</sup> documents, the "Viewer" Window must have been activated (same as for PDF documents), and the required TIF file must have been marked with the mouse.



With the TIF Viewer integrated in ACIS the contents of the document are automatically displayed in the "Viewer" Window.



**Note for the ACIS Demo CD: A good example for a TIF - Document : database "Plant Documentation" folder "04 Aufbau.." document "P+I Schema..".**

<sup>6</sup> tagged imaged format



The symbols of the tool bar shown have similar functions as those of the Acrobat Reader“



locate the displayed document in the "Contents“ pane



change to super ordinate file



show pages in thumbnail mode (useful only for documents containing several pages)



enlarge view



reduce view



zoom to origin size



zoom complete drawing to work area size



zoom to drawing height



zoom to drawing width



turn document to the left by 90°



turn document to the right by 90°

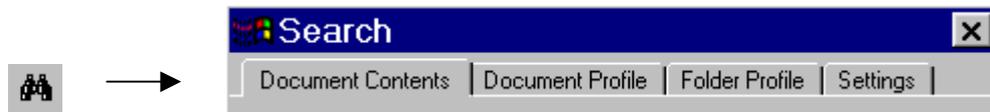


go back one page (if document contains several pages)



move on one page (if document contains several pages)

## 2.5 Search in a database



For a search run in a database, first click on the "Search" symbol in the ACIS tool bar, which calls up a window containing four different panes.

### 2.5.1 Document Contents

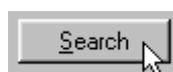


A search word can be entered in the "document contents" pane, and look for it both in the document contents and document profiles. Make required settings in the „What would you like to search?“ box.

Now the required search word can be entered in the "Type in your query here:" line. Make sure to use only small characters, because the data base index contains small characters only.



If you have multiple databases, be sure to select just the database you actually want to be searched in the field "Search Groups".

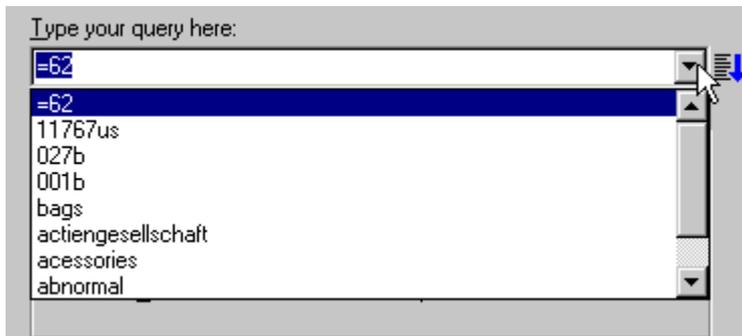


Having entered the search word, the search can be started simply by actuating the search button. Then the "search" window will be closed and the outcome listed in the result window.

**Note for the ACIS Demo CD: Search for the query "1sf2".**

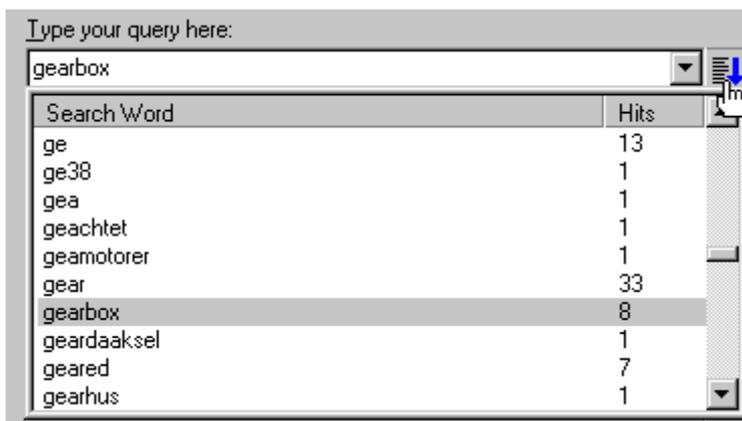
However, there are two additional helpful functions which facilitate searching:

- List of words previously searched



By clicking on the black triangle at the end of the line, all words are listed for which a search run had previously been made are displayed. Any entry in this list can be reactivated and a new search started with a click of the mouse or with the cursor keys.

- Data base index

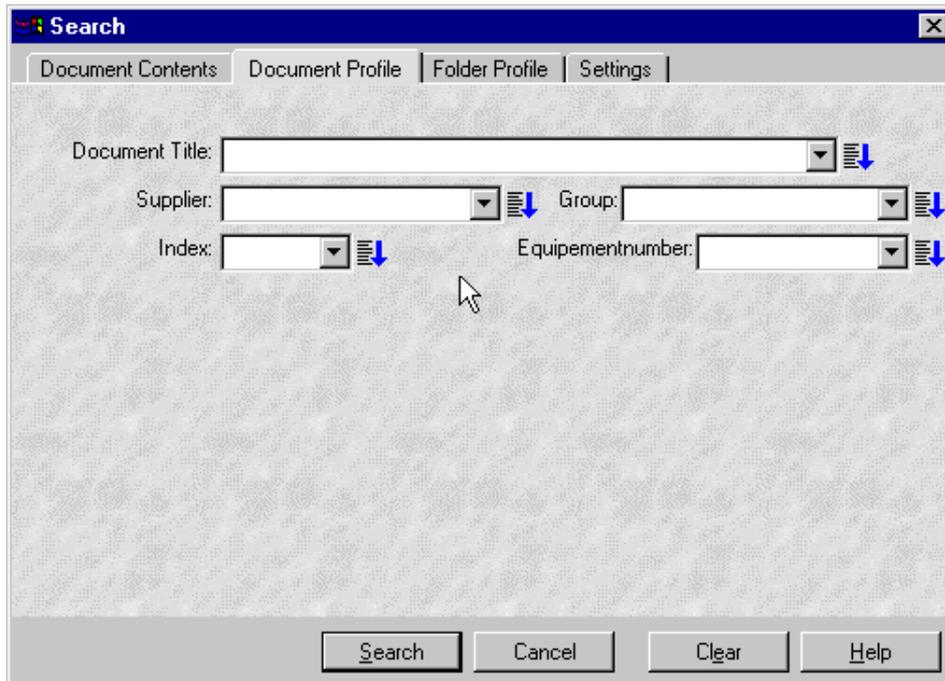


This list which comes up when the blue arrow is actuated, shows all entries, from the data bank index which have conformed with the word entered. This is a useful function especially if you do not know the exact word you want to look for (or its spelling), and already on entering it, it is clear whether there is such a word in the document and whether it is spelled correctly.

These two tools can also be accessed from the "Document Profile" and "Folder Profile" panes.

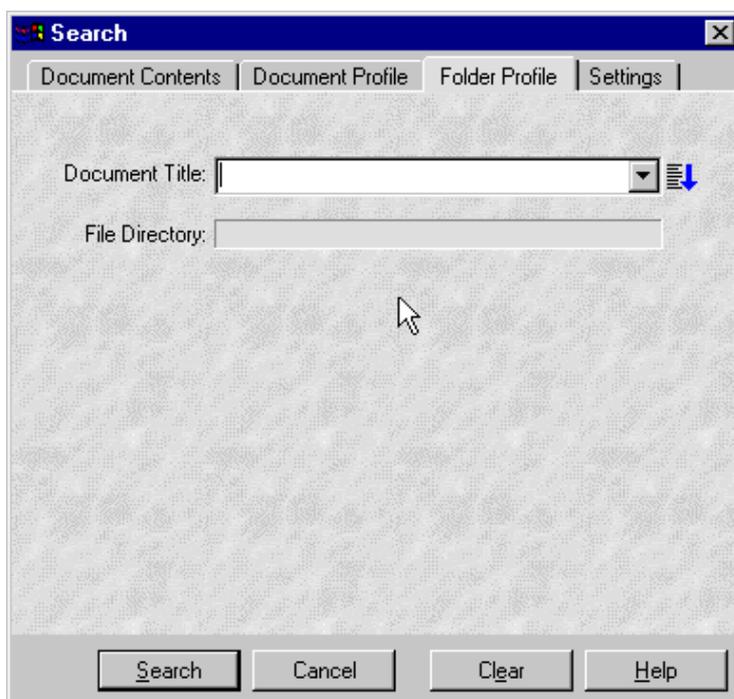
**Note for the ACIS Demo CD: Open the index of the profile "Anlagenkennzeichen".**

### 2.5.2 Document Profile



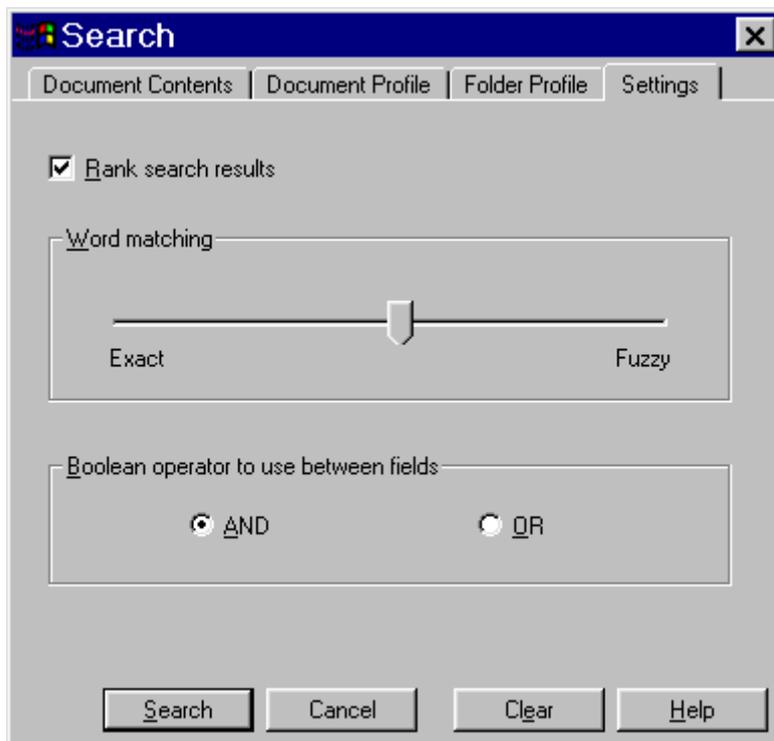
With this pane, the search is carried out in the profiles; however, in contrast to the "Document Contents" pane, it is possible to precisely define the profiles to be searched.

### 2.5.3 Folder Profile



The "Folder Profile" pane limits the search to folders

### 2.5.4 Settings



Three options in the "Settings" pane are prone to influencing the search.

- „Rank search results“: By activating this function, the search word does not have to be 100% identical with the contents of the database. The percentage of concurrence is indicated in the "Results" Window.
- "Word matching“: The control bar, which can be moved between "Exact" and "Fuzzy“, determines the required degree of concurrence between the search word and the contents of the document. It is available only if the "Rank search results" have been activated.
- "Boolean operator to use between fields“: The logical operator, which can be set here, refers to the relationship between various fields from the "Document Profile" pane.

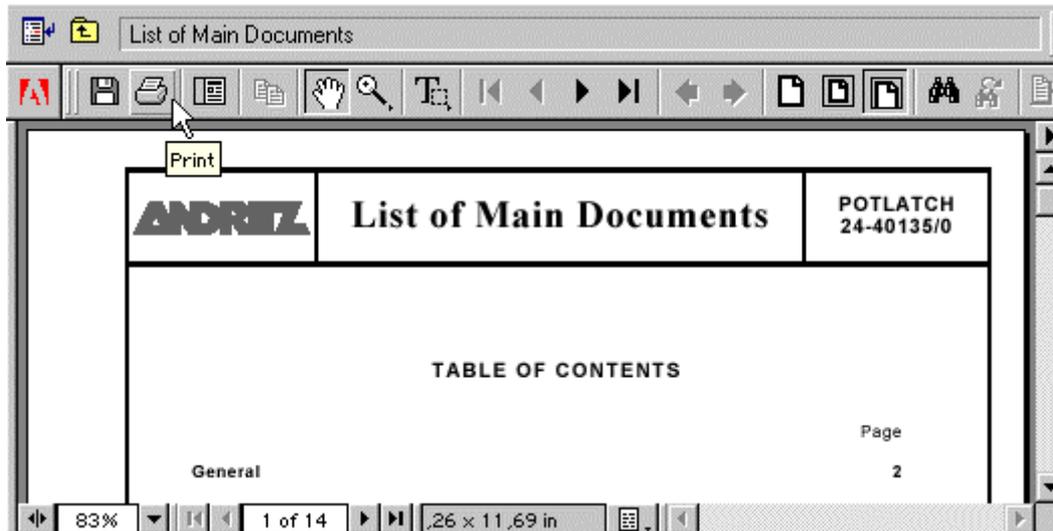


**IMPORTANT Note:** Entries in the three panes ("Document Contents", "Document Profile" and "Folder Profile") are always gated with AND. This means when a search is initiated from whatever window, entries in all three windows are taken into account. The "Clear" key also refers to all three windows.

## 2.6 Print Documents

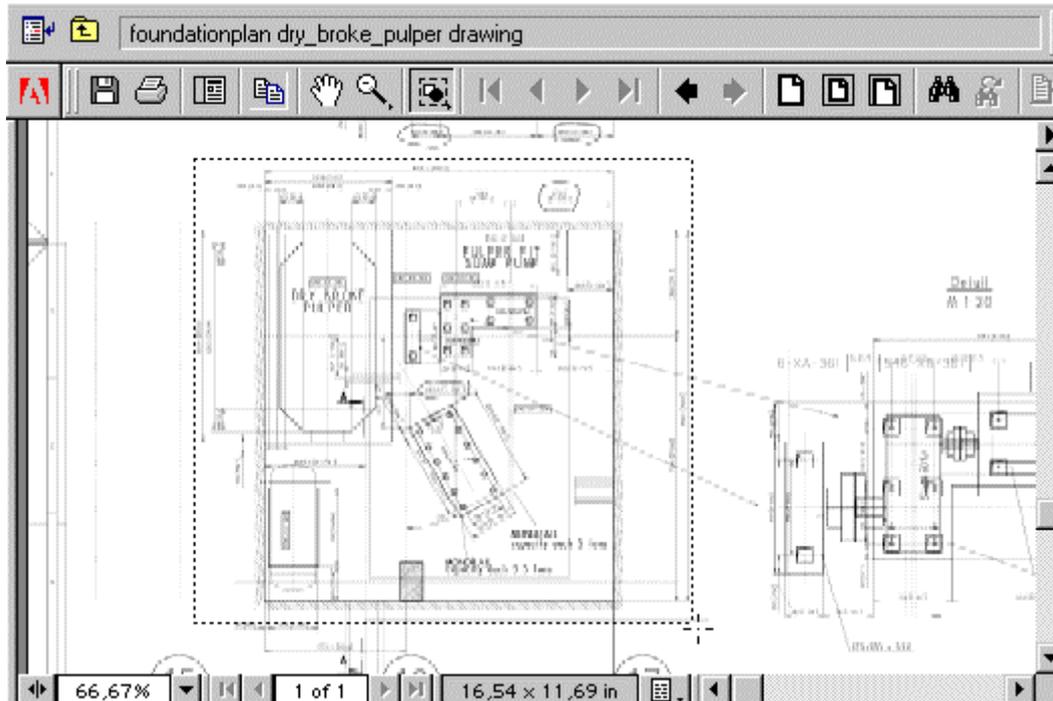
First of all, it is only possible to print the actual chosen document.

### 2.6.1 Printing "pdf" - files

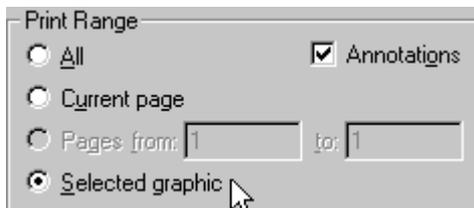


For printing usual pdf-files just click in the reader window the print button. Choose your installed system printer.

For printing a part of a document, you must switch to “marking graphics” (see chapter 2.3 page 13). Make a rectangle over the graphic (or text) with the mouse and click on the print button.



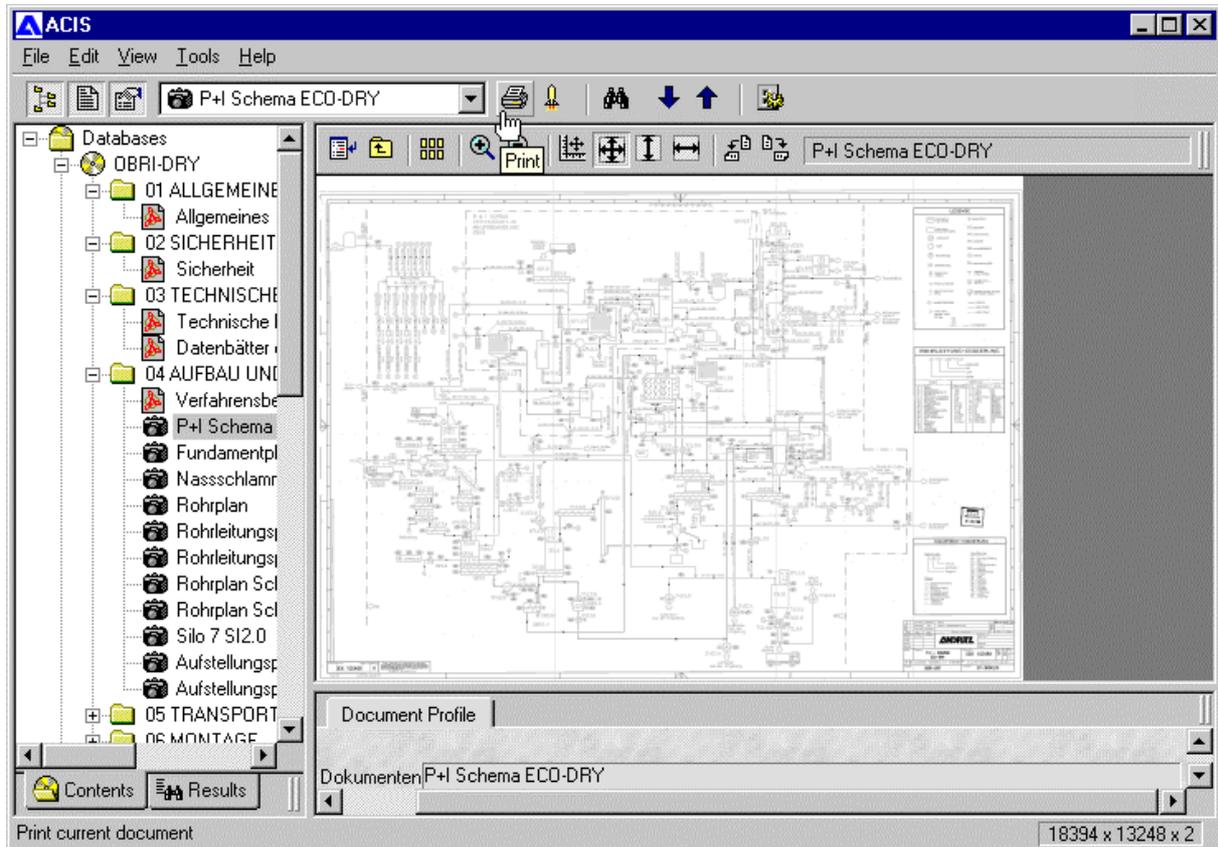
The print range is now “Selected graphic”.



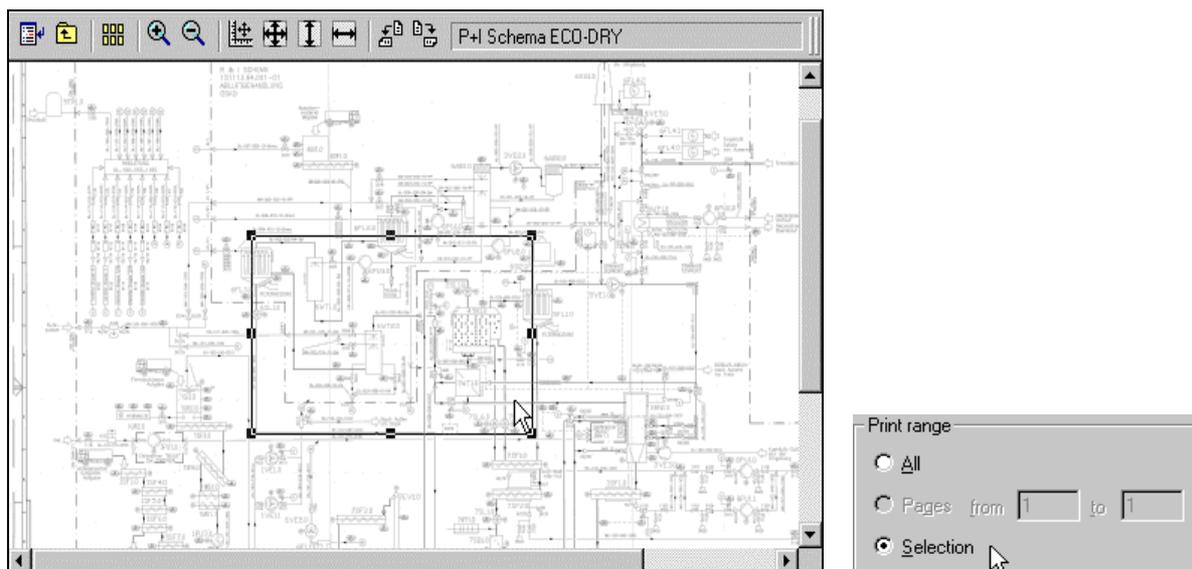
Go on printing as usual.

### 2.6.2 Printing “tif” – files

If you have opened a tif-file (indicated with an camera as icon), you have just to press the print button as shown in the picture bellow.



It is also possible to print just a part of this document:



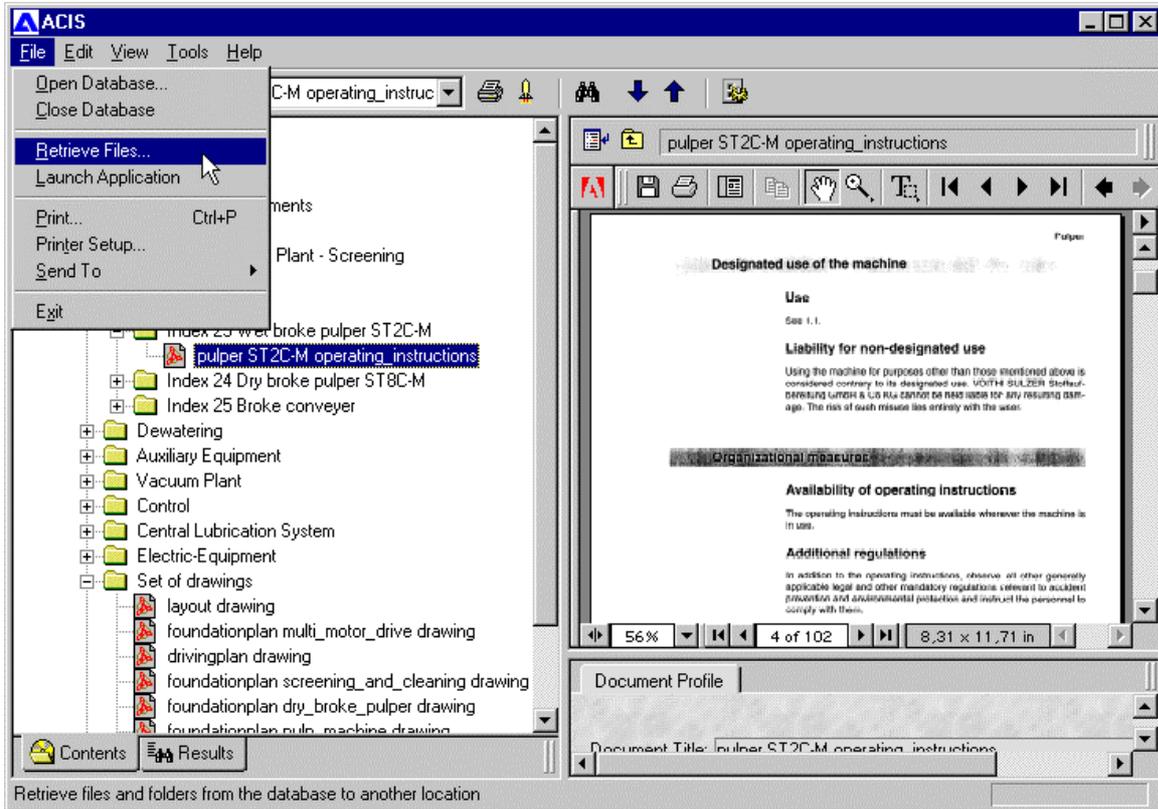
Make with the mouse a rectangle and click print.

The print range is now “Selection”.  
Go on printing as usual.

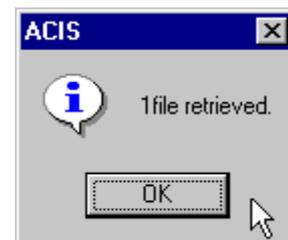
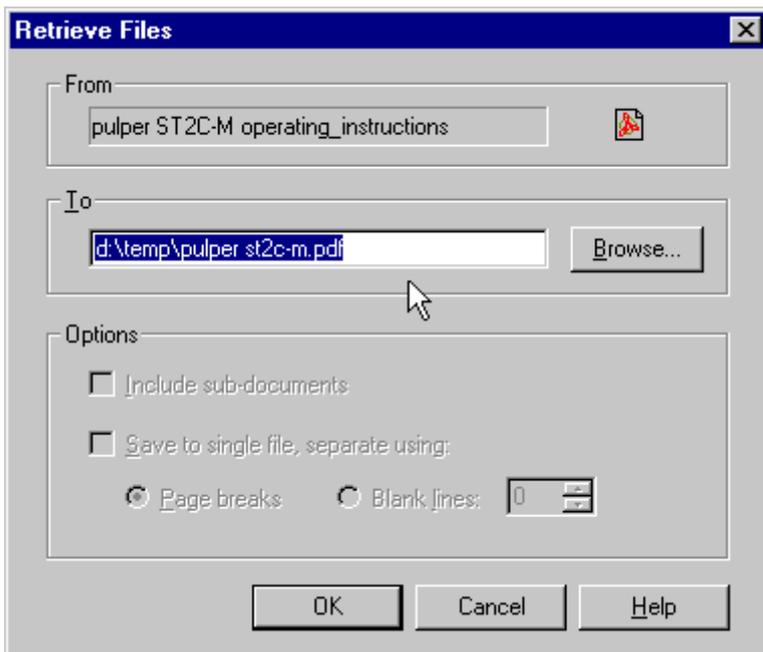
## 2.7 Export of documents

If you want to export one document of the CD-database, you have at first to select this document (only the actual chosen document can be exported).

For exporting now, use the "retrieve" command in the main menu.



Choose now the path where you want to export.



**Note for the ACIS Demo CD: Export DXF - files from : database "Product Documentation" folder " cad-drawings (DXF - Zeichnungen)".**

## **2.8 Launching external viewer**

To view files which can't be shown in the built-in viewer you can open them in their associated program (for example: Windows media player, MS PowerPoint). Therefore click at the filename with the right mouse button and select the menu entry „Launch“.

**Note for the ACIS Demo CD: Launch the external viewer for „Product Documentation \ presentation environment & process technologies \ Presentation EP PowerPoint“, and for „Product Documentation \ technical description (Maschinenbeschreibung) \ Movie example“**

## 3 Help for problems and technical support

### 3.1 Use of ACIS Help

ACIS offers a simple and quick access to on-line<sup>7</sup> Help. All you have to do is select "Help" in the menu bar, which leads you to a subroutine with the following options:

- Contents Shows complete contents of Help.
- Using Help Helps in navigating ACIS Help
- Keyboard Shows keyboard shortcuts

### 3.2 Frequently asked questions

- *If ACIS - CD cannot be read:*

Some CD-ROM drives, mostly older ones, have problems reading recorded CDs. To determine whether yours is such a drive, try reading the same CD on a more recent computer. Should you still have problems reading the ACIS CD, it may have been damaged.

- *Autorun Menu does not come up when ACIS - CD is placed in the drive*

If the ACIS Autorun Menu does not come up after 10 – 20 seconds, the computer Autorun Function has obviously been deactivated. Start ACIS with the "START.bat" file on the CD.

Ask your System Attendant to activate the Autorun Function.

- Error message "Alchemy AuPIPDF.API"



**Cause 1:** This error message can occur in connection with the "Acrobat plug-in" error message. Follow the instructions given under that heading.

**Cause 2:** You have started Acrobat Reader from your hard disk.

In order to display PDF files in the ACIS interface, Acrobat Reader needs the "AuPIPDF.API" file in its list of plug-ins, and if this is not available, the above error

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<sup>7</sup>integrated in program

message will appear. Thus, if you started Acrobat Reader from your hard disk (which lacked the file in its plug-in list) before starting ACIS, it is used for displaying the PDF files and the mentioned error message will appear.

**Action:** Close all PDF Viewers (Acrobat Reader, Acrobat Exchange, etc.) and the ACIS data base. When restarting ACIS, the Acrobat Reader is automatically started from the ACIS CD.

(CD-ROM drive:\Acrobat\READER\ACRORD32.EXE)

- Error message: "File cannot be opened"

\*\*\* There is no built-in viewer for this document format.  
 \*\*\* You might consider using the Launch Application feature  
 \*\*\* to view this document.

If this error message appears, the file in question is not a \*.PDF or \*.TIF file. This file is not for viewing but for exporting in its original format. You can view these files by an external viewer as described in section 2.8.

- Error message "Incorrect data carrier"



Always close the ACIS data base before removing the ACIS CD from your CD ROM. As these are started entirely from the CD, the mentioned error message will come up when this data carrier is not available.

- The search mask does not contain blue arrows for drop down lists
- The search gives wrong results



If you have multiple databases, be sure to select only the database you actually want to be searched in the field "Search Groups". The arrows of the drop down lists only appear when there is just one database selected.

### 3.3 Technical support for further questions

For assistance in using ACIS or in relation to the contents, please contact the following address:

Fax: +43 316 / 6902 – 409

E-mail: [acis@andritz.com](mailto:acis@andritz.com)