OPERATE. UNDERSTAND. VERIFY.

# External Service Technician User Handbook

## Uptime Control 02.15.1

Detailed procedures, clear responsibilities and traceable checks.

Edition 6 November 2026
Linux x86_64 + Docker | Browser application

No real customer data in illustrations. Usage rights follow the separate agreement.

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# 01 How to use this handbook

## Your role

Only explicitly assigned machines: view and record service work. MFA is required. No imports, correction of stored entries, official release, general analysis or user administration.

This guide describes an account with this role alone. Additional assignments expand permissions. Screenshots were taken in an isolated fresh installation with synthetic data only; DOC and DEMO-01 are training examples.

## Edition and evidence

This handbook describes Uptime Control 02.15.1, documentation edition 6 November 2026. This edition describes the verified 02.15.1 delivery build. Server installation is evidenced separately. The service and ticket module is enabled. The separate server extension is not implicitly included in that activation.

The illustrations were captured from the actual application in a separate local training installation using fictional accounts and synthetic records. No live customer database was used for illustrations. DOC, DEMO-01 and TRAINING-0001 are examples, not instructions to select a real customer asset.

## Reading order

1. Read Purpose and permission boundaries before attempting a task. An illustration showing a button does not grant permission to use it.

2. Complete Version and first login. Keep your own account, assigned role and permitted airport or machine in view.

3. Read the chapter matching your work. Follow the numbered steps in order; do not skip the final verification.

4. Use the illustrated walkthroughs to locate the controls. Layout may adapt to browser width. On a smaller display, scroll within the page or the navigation area.

5. Work through the practice cases only in a designated training environment. Never manufacture customer service events to try a button.

6. Use the troubleshooting chapter when the result differs. Record the exact reference and message before escalating.

## What an illustration proves

A screenshot shows the visible screen and example values at capture time. It does not prove a production save, an actual repair, a contractual entitlement or a customer's approval. Worked calculations explain expected logic; they are not an additional security certification.

## Two languages, two settings

The interface language controls menus and buttons. Report language is selected separately in Reports. Choosing English does not translate free text entered by technicians, historical names or existing attachments. Keep the original evidence intelligible and do not silently translate technical facts.

## Notes on safeguards

Read-only roles may view a management screen but must not perform its write operations. When a control is unavailable, investigate role, scope, data completeness and the record state. Do not use a shared administrator account as a workaround.

A small number of labels in the current English interface can still appear in German. Screenshots preserve the real application wording; this handbook explains the action in English. Example dates may follow the browser locale. Read their actual calendar values, not an assumed national format.

# 02 Account, MFA and session: practical walkthrough

## Before signing in

Use the address supplied by your administrator and check the hostname. Do not bypass certificate warnings on a real installation. The synthetic addresses in screenshots are not customer login addresses.

1. Open the application in your supported browser. Follow its sign-in redirect to the organisation's identity service.

2. Enter your personal username and password. Do not use a colleague's account, even for an urgent repair.

3. If prompted to change an initial password, choose a unique password that satisfies the displayed policy. Store it through your approved password-management process.

4. If authenticator enrolment is required, use your approved authenticator, scan the displayed enrolment code and enter its current one-time code. Treat the enrolment secret as a credential; never include it in a service report or support screenshot.

5. At later sign-ins, enter the current code. If rejected, check the device clock and wait for a fresh code before retrying. Repeated guesses can make access recovery harder.

6. Confirm the identity shown in the application. Check the machine or airport scope before entering any data.

7. Select English where necessary. Internal and external technicians may land directly in the five-step service workspace rather than the analysis dashboard.

8. When finished, use Sign out. On shared devices, wait for confirmation and close the browser session. An unconfirmed sign-out message means that you must retry; closing a tab alone is not proof of server-side sign-out.

## Lost authenticator or changed phone

Contact the administrator through a known route. Supply your account identifier, not your password or a live one-time code. The administrator must verify your identity before resetting MFA. A reset can end existing sessions and require new enrolment. Do not ask a colleague to submit work under their name while you recover access.

## Expired session during work

If the application says the session expired or access was revoked, sign in again. Check whether a previous save received confirmation before recreating it. A locally retained form is not a guarantee that the server stored it. Verify the final record reference and state.

## Success check

You can identify your signed-in account, permitted scope and intended task. If the expected machine is absent, request a scope correction; do not choose a similarly named machine to proceed.

## Additional navigation and account notes

This user manual covers Uptime Control 02.15.1. Linux with Docker is the server platform; users work in a browser. The service and ticket module is enabled in the documented edition; individual role and scope permissions still apply.

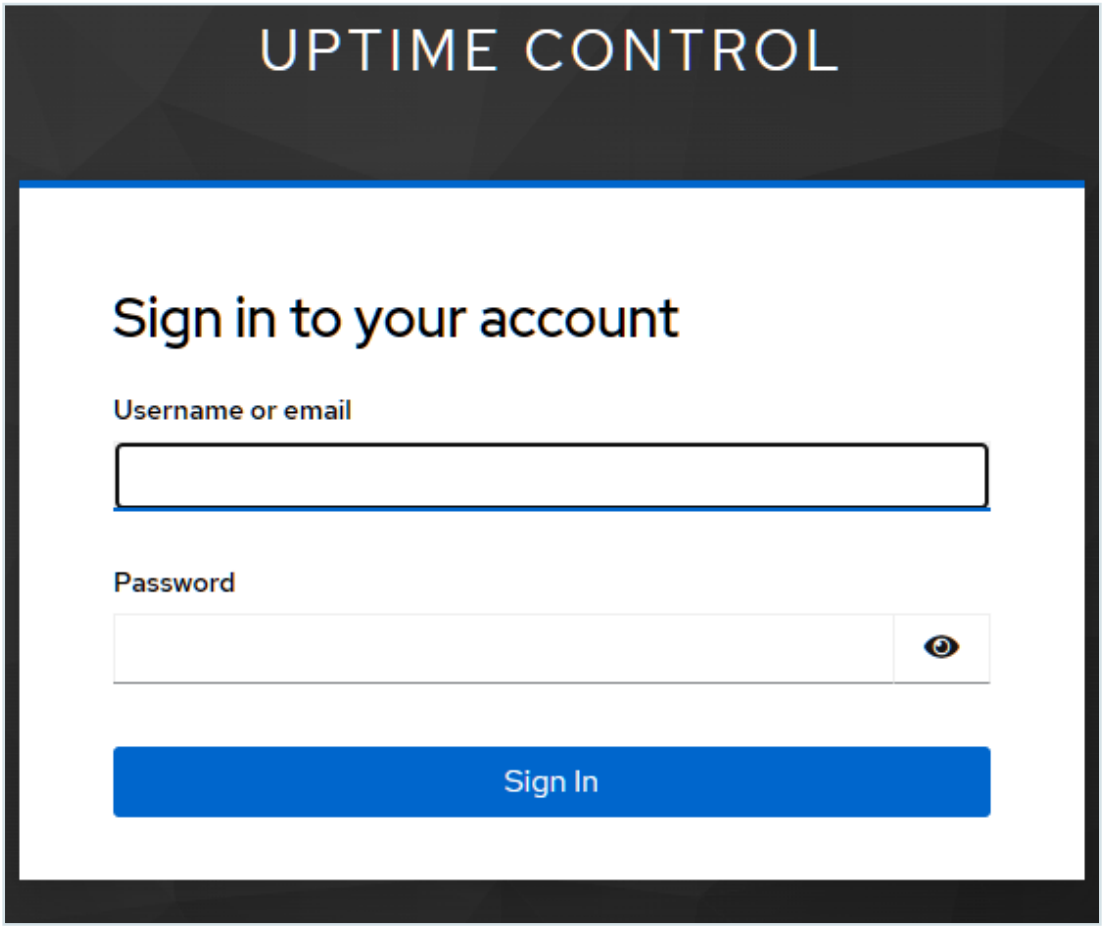
Open only the operator-provided HTTPS address. Use your personal account. The first administrator login in this installation package requires one-time-code enrolment. Scan the QR code only with your own authenticator app, confirm the current code, then sign in again. Do not retain or send pictures of the QR secret.

If a code is rejected, verify automatic phone time, wait for the next code and retry. Contact the designated administrator if the factor is lost. Browser and server clocks may differ; business day boundaries use the airport timezone.

After login, check your name, role and airport/machine scope. An account without an appropriate assignment has no business access. An empty screen after a new installation may be correct: no sample airports or customer records are created automatically.

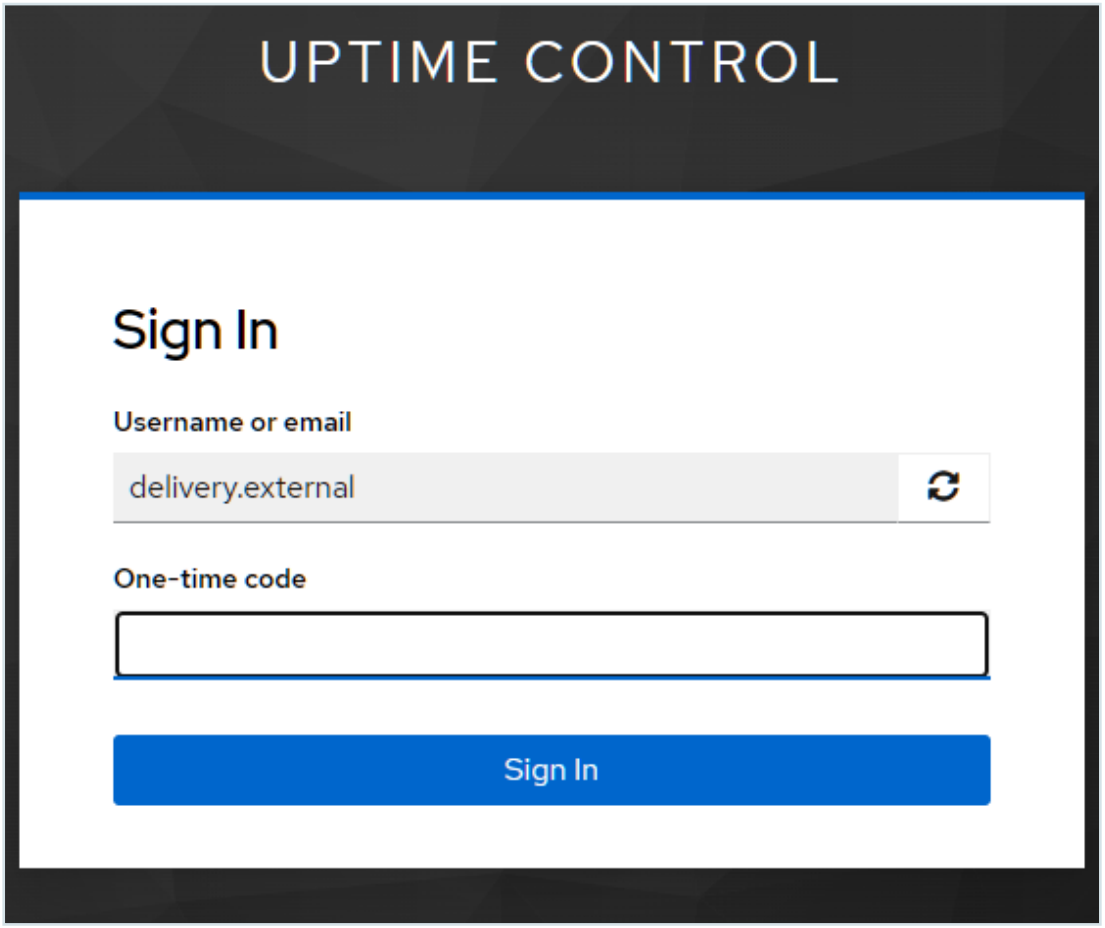
Before saving, check object, period, timezone, content and change reason. Wait for an unambiguous response. After a connection interruption, inspect the list or archive before creating another record. Sign out when finished, especially on shared devices.

**Figure 1 | Personal sign-in: use the address and account supplied by your administrator.**




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

**Figure 2 | MFA challenge: enter the current code from your own authenticator; never share it.**




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

# 03 Tickets, handover and open faults

In the service workspace, first read existing fault notices for the selected machine. If acknowledgement is required, confirm only after reading.

In the Fault step, deliberately distinguish the same fault, a new fault and not sure. For the same fault, confirm the matching existing record. Not sure creates a need for review and can block official report release until clarified.

Operational: describe the functional check and its result in the work record and confirm the actual restoration time within the intervention interval. Provisionally operational or still out of service: record restrictions, next action and next review time. For further action, also specify current usability.

Where offered, authorized users can take responsibility or offer handover to an eligible recipient. Until acceptance, responsibility remains with the current owner. Do not treat a declined or withdrawn handover as completed.

For unconfirmed transmission, use the offered retry of the same submission. If machine information changed, reconsider the fault relationship. Report urgent faults through the agreed operational route when offline.

The service manager distinguishes technical resolution, evidence review and final closure. Before release, check that related review cases are actually completed and stored service times are correct.

# 04 Downtime rules in version 02.15.1

## Elapsed time, not person-minutes

Service start and end establish elapsed duration. Two technicians working from 12:00 to 12:10 represent ten elapsed minutes, not twenty downtime minutes. The technician's person-time total must not replace the interval. When timing is incorrect, correct the actual timestamps and their dates rather than forcing an inconsistent total.

## Continuous fault exceeding the allowance

For an eligible continuous machine fault, an outage strictly longer than the configured allowance counts from the start. The allowance is not subtracted after it is exceeded. It does not restart at midnight.

Example A: a 24-hour allowance, failure Monday 12:00, restored Tuesday 15:00. Elapsed time is 27 hours. Assuming all 27 hours are eligible operating time, downtime is 27 hours, not three hours.

Example B: a 60-minute allowance and a continuous 120-minute fault give 120 eligible downtime minutes. An interval of exactly 60 minutes does not exceed that allowance.

## Repeated instances of the same fault

Separate repeated outages are combined under the repetition rule only when both conditions hold: at least three eligible outages concern the same explicitly linked fault on the same machine and local day, and their combined eligible duration exceeds the allowance.

Example C: 20 minutes, then 40 minutes, then 10 minutes, with a 60-minute allowance. The third event takes the total to 70 minutes; all 70 eligible outage minutes count. Operational gaps between the events do not count.

Example D: three ten-minute events total 30 minutes. With a 60-minute allowance, the repetition rule contributes no downtime. Three twenty-minute events total exactly 60 minutes and also do not exceed the allowance.

Example E: two events of 40 and 30 minutes do not satisfy the minimum count of three. They do not trigger the repetition rule merely because their sum is 70. An individual continuous event exceeding its allowance remains

chargeable independently.

### Same cause is an explicit relationship

Select the existing matching fault when that is factually correct. Similar descriptions do not automatically link records. A new unrelated fault must not be attached to an old one to change the deduction. If uncertain, request review and provide enough evidence for the service manager.

### Boundaries and exclusions

The examples assume eligible operating time and valid machine dates. Operating schedules, report boundaries, planned maintenance and machine lifetime can limit the interval contributing to a report. Overlapping downtime is counted once in the overall total. Cause-level detail may overlap and must not simply be added to reconstruct the total.

A day is defined in the airport's time zone. Around daylight saving changes, a local day can contain 23 or 25 elapsed hours. Set the correct date as well as the clock time for work crossing midnight. Resolve repeated clock times explicitly.

### What a correction changes

A corrected current service event can change a newly calculated draft. It does not rewrite a previously released PDF or CSV. A later official issue must follow the versioned release process. Always compare like-for-like report scope, dates, language, rule version and source state.

# 05 Service walkthrough 1: select the machine and interval

### Prerequisites

The service module is available in this edition. Your account still needs permission to record an intervention for the chosen machine. Have the actual start and end, machine serial number, findings and restoration evidence ready.

1. Open Uptime Service. If you are already in the technician workspace, remain there.

2. In Step 1 of 5: Machine, open Machine. Read the airport code, machine code and serial number together. Do not rely on a familiar display name alone.

3. Select the intended machine. Read the displayed time zone. Enter Intervention start and Intervention end as local date and time in that zone.

4. For an overnight repair, set the end to the following date. For a job lasting more than 24 hours, use the actual later date; do not split it into daily fragments to avoid the allowance threshold.

5. If a clock time occurs twice during the autumn change, choose First occurrence or Second occurrence according to the actual event. Do not guess. A nonexistent spring clock time must be corrected from source evidence.

6. Read any current machine notices. Where acknowledgement is requested, confirm only after reading. Acknowledging a notice records awareness; it does not take ownership of the ticket.

7. Compare the selected machine and interval with your source record. End must be later than start. A two-person repair is still one elapsed interval.

8. Choose Continue. If the application reports that the machine information changed, refresh the fault relationship when prompted rather than bypassing the warning.

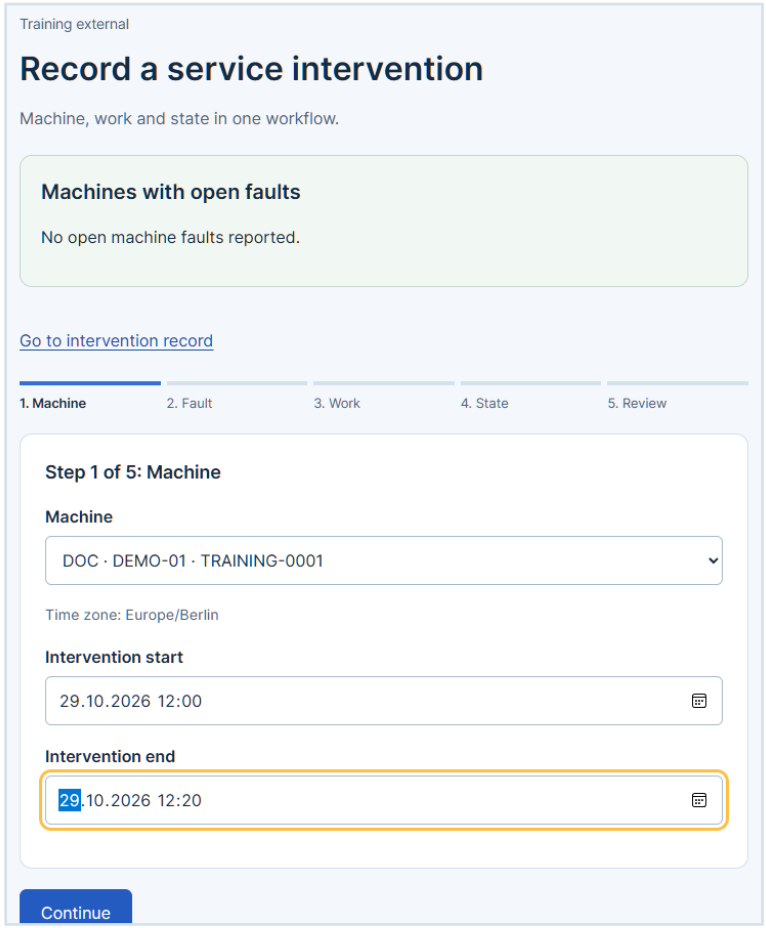
## Success check

Step 2: Fault is displayed for the correct machine and interval. If there is no available machine, ask for an explicit assignment. An external technician's assignment is machine-specific.

## Practice

In training only, use DEMO-01, 29 October 2026, 12:00 to 12:20. The resulting elapsed duration should be 20 minutes irrespective of how many technicians attended.

## Figure 3 | Step 1: use the machine identity, time zone and complete timestamps.




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

# 06 Service walkthrough 2: link the correct fault

1. At Step 2: Fault, read the existing fault information and any previous work before choosing a relationship.

2. Select Yes, the same fault only when this intervention concerns the existing cause. If more than one candidate is displayed, use Confirm the matching fault to choose the correct one.

3. Check the earlier timestamp, original description and last action. Similar wording alone is insufficient evidence.

4. Select No, a new fault when this is genuinely unrelated. This keeps independent faults separate.

5. If the evidence is insufficient, choose Not sure - request review. Do not choose an arbitrary answer merely to keep the official report unblocked.

6. Explain the uncertainty in your findings or work description. Include the physical observation, earlier reference if known, and the question requiring a decision.

7. Choose Continue. Review the next step to confirm that the original fault is shown for a same-fault continuation, or that a fresh description can be entered for a new fault.

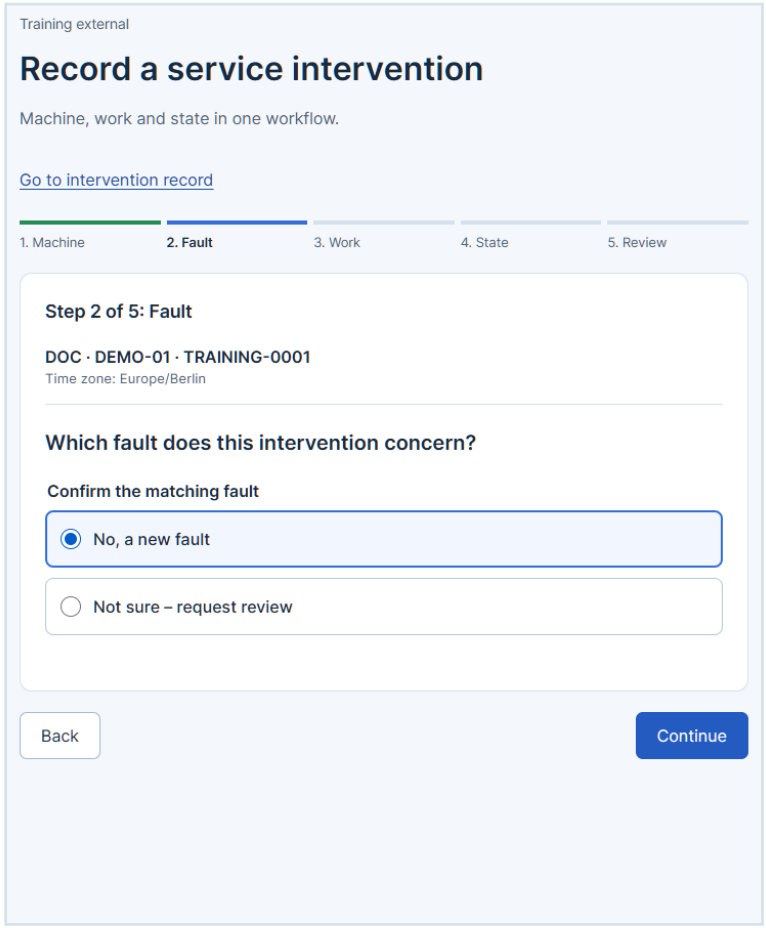
## Why this matters

The relationship affects continuity, repetition and later review. Three records with similar text do not automatically become the same fault. A review request can block official release for the affected period until the responsible person resolves it. That is different from a failed service save.

## Success check

Your selected relationship matches the evidence. When unsure, the uncertainty is visible for review instead of being concealed in a new unrelated record.

## Figure 4 | Step 2: select an evidenced fault relationship; request review if uncertain.




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

# 07 Service walkthrough 3: describe the work

1. In Step 3: Work, choose the factual Cause when entering a new fault. The available categories include Machine fault, Operator error, Passenger interference and Third-party fault.

2. Enter What happened? in factual terms: the affected component, observed symptom and circumstances. Avoid unsupported blame and vague text such as repaired.

3. For an existing fault, read Original fault and Previous work. Record New findings where applicable without rewriting the historical original description.

4. In Work performed, check and result, describe the action taken and the test performed. State the observed result, including any remaining restriction.

5. Separate an observation from a conclusion. For example: drive alarm displayed; connector reseated; three unloaded cycles completed without recurrence.

6. Do not enter passwords, access tokens, private contact details or unnecessary personal data in free text. Use your approved incident reference where sensitive evidence is held elsewhere.

7. Re-read the category and description. Do not reclassify a machine fault to reduce reported downtime.

8. Choose Continue. If a required field is highlighted, complete it with actual evidence rather than filler text.

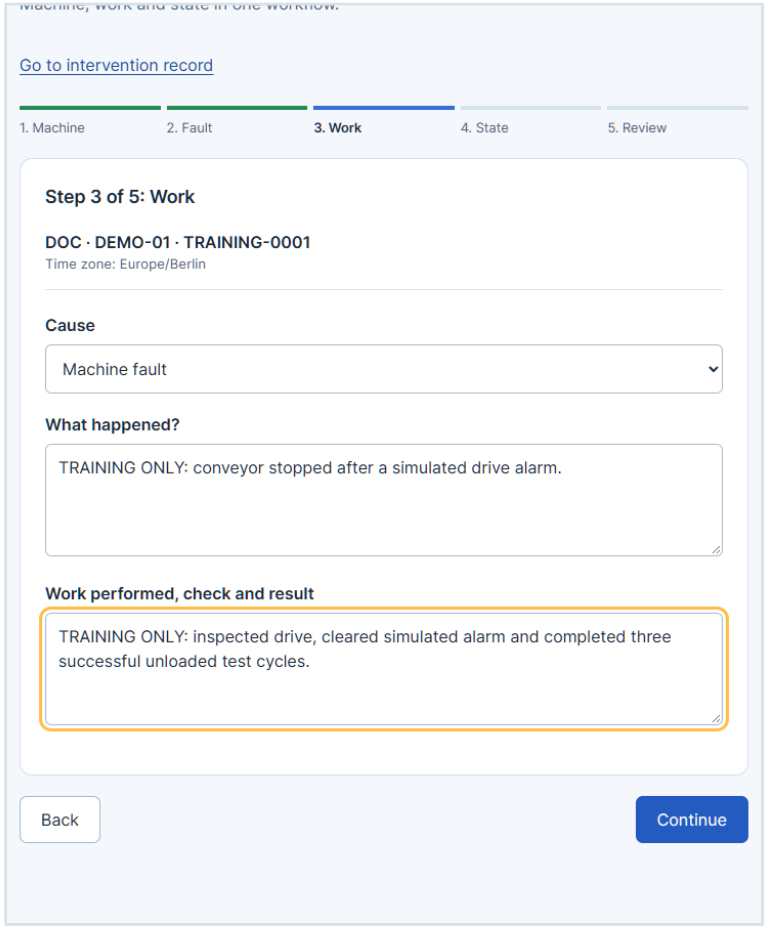
## Example of useful work documentation

Observed intermittent drive alarm and conveyor stop. Inspected connector seating and reseated the loose connector. Completed three unloaded test cycles and one supervised loaded cycle with no alarm recurrence. No operating restriction remained at handover.

## Example requiring further action

Alarm cleared temporarily, but cause not confirmed. Machine remains isolated. Replacement drive inspection is required; responsible service manager informed. This description must be paired with a truthful non-restored state in the next step.

## Figure 5 | Step 3: record cause, observation, action, functional check and result.




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

# 08 Service walkthrough 4: record the resulting state

1. At Step 4: State, answer Is the machine operational after your work? from the physical state after the intervention, not from the fact that your shift ended.

2. Choose Operational only when restoration is supported by your functional check and result. Enter Restoration confirmed at with the actual date and time.

3. For a retrospective entry, do not leave a default current restoration time. It must agree with the recorded intervention interval. If it falls outside that interval, correct the source times or the restoration time according to evidence.

4. Choose Provisionally operational when use is possible subject to a remaining condition. Enter the restriction and next action, plus the next review time requested by the form.

5. Choose Still out of service when the machine cannot be used. Describe the next action and review time. Do not mark Operational simply to remove it from an open-fault view.

6. If Further action required is selected, answer Can the machine currently be used? explicitly. Yes, No and Usability unconfirmed convey different operational states.

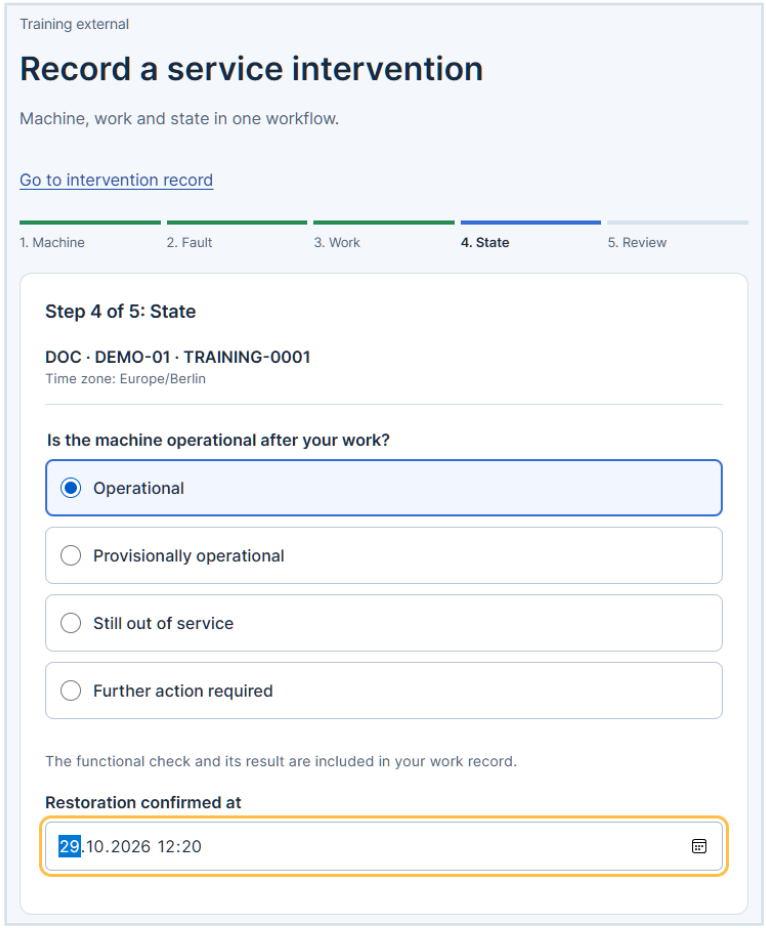
7. Check that the work narrative, usability and status agree. Further work being planned does not by itself prove the machine is down, and a completed visit does not prove restoration.

8. Choose Continue and read the full Review summary.

## Success check

The next person can tell whether the machine can be used, what remains to be done and when to review it. For Operational, the restoration time is evidenced and lies within the entered intervention interval.

## Figure 6 | Step 4: record the true restoration state and confirmed time.




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

# 09 Service walkthrough 5: review, save and verify

1. At Step 5: Review, compare start, end, matching fault, cause, description, work performed, state and restoration or next-review time against your source notes.

2. Use Back to correct an inaccurate field. Recheck dependent fields after changing the machine or interval.

3. Confirm that the record contains elapsed work times and does not substitute multiplied technician time.

4. Choose Save record once. Wait for the application to confirm the outcome; do not open another tab and submit a second copy while waiting.

5. A successful save states that the service entry and ticket have been saved. Retain the displayed references through your normal work-record process.

6. If functional review is required, note that the record can be saved while official release for the affected period remains blocked. Send the responsible manager the reference and reason for uncertainty.

7. If the response says transmission is not confirmed, use Check submission again for the same submission. Avoid recreating it as a new intervention, which would risk a duplicate.

8. Use Record another intervention only for a genuinely separate record, or finish and sign out.

## No connection

The form is not a substitute for your agreed urgent telephone reporting route. A visible unsent form is not a server record. Keep the original work evidence and verify the final reference after connectivity returns. The application should not be treated as a guaranteed offline queue.

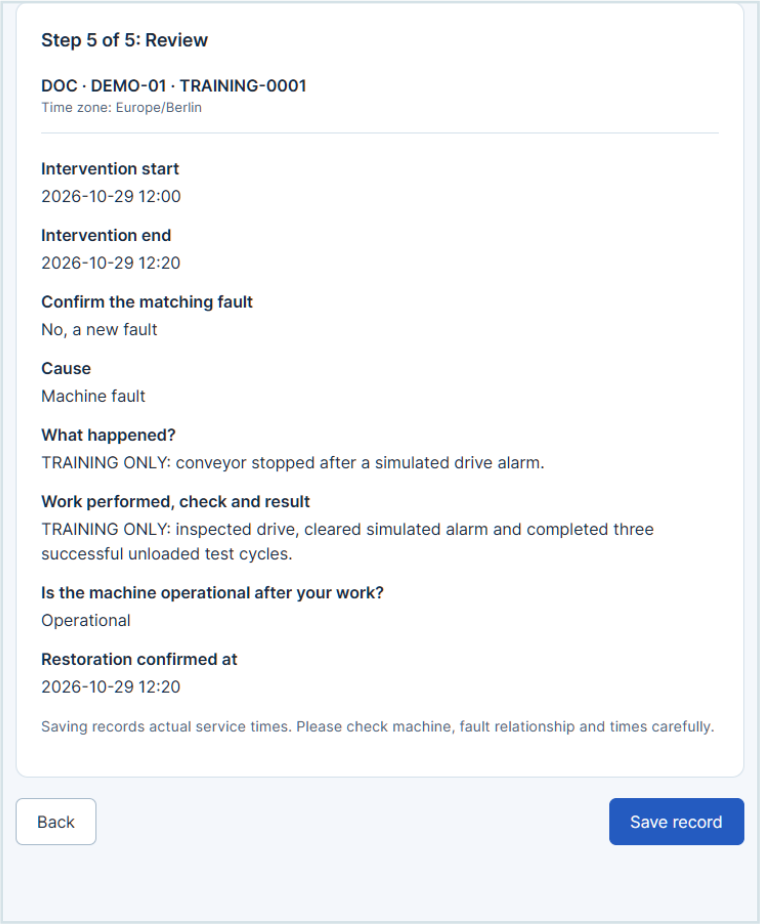
## After a mistake is discovered

Send the service manager the service reference, machine, wrong value, correct value, source evidence and reason. External and internal technician roles alone cannot correct the stored service event. Creating another apparently new job is not a correction.

## Illustrated boundary

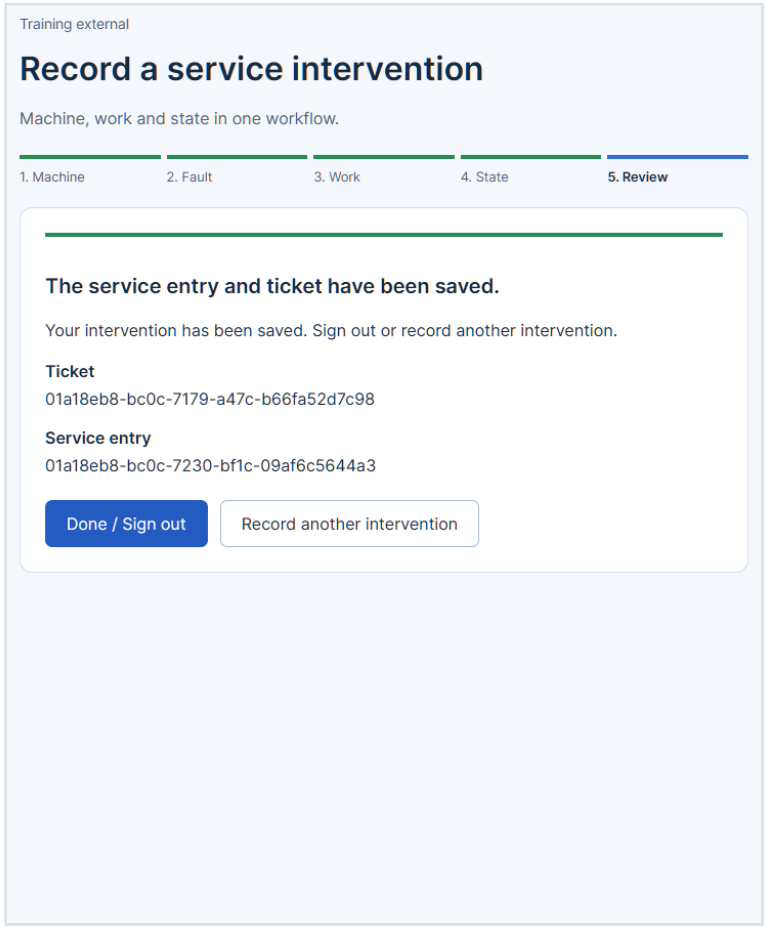
The illustration below shows the review before saving. A synthetic sample was subsequently saved in the isolated training installation to verify the confirmation screen. No customer record was created or changed.

## Figure 7 | Step 5: perform the final factual check before Save record.




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

## Figure 8 | Confirmed synthetic save: retain the ticket and service-entry references.




Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

# 10 Field checklist and escalation examples

## Machine and time

Machine: match serial number and airport, not name alone. Start/end: actual local dates and times in the displayed zone. Clock occurrence: resolve daylight-saving ambiguity from evidence. A missing machine is an access or master-data issue; do not substitute another machine.

## Fault relationship

Same fault: select the matching existing case. New fault: a genuinely independent cause. Not sure: an explicit review request. Supply evidence to resolve the relationship; do not split a continuous outage into apparently independent cases.

## Cause and narrative

Cause: the supported classification. What happened: observed symptom and circumstances. Work performed: action, test and result. Keep free text concise but sufficiently specific for a reviewer who did not attend.

## Restoration and follow-up

Operational: confirmed restoration time and successful check. Provisional: restrictions and next review. Out of service: remaining action and review. Further action required: explicit current usability as well as next action. Never substitute an administrative closure for a physical state check.

## Escalation packet

Provide the application version if visible, your role, machine reference, relevant timestamp and time zone, record or ticket reference, the action attempted, exact message and whether the save was confirmed. Include a cropped screenshot only if it contains no credentials or unrelated customer data.

## Worked handover

A technician records 12:00 to 12:20, still out of service, and a replacement inspection at 14:00. The manager assigns responsibility and checks the next review. A second technician records the continuation against the same fault after reviewing previous work. The first visit is not rewritten to pretend restoration occurred. When the repair is actually successful, the later record documents its check and restoration.

## End-of-shift checklist

Check that every completed visit has a confirmation reference, every unresolved machine has a truthful state and next action, and every uncertainty has an owner through the agreed operational process. Sign out of shared devices. Do not assume that a read acknowledgement means another technician accepted responsibility.

# 11 Troubleshooting decision guide

## I cannot see the expected machine

Check your signed-in identity and active scope. Confirm the machine's serial number with the manager. An external account needs an explicit machine assignment. Do not use another asset or shared account to get past the empty list.

## A service record is missing from the list

Check the confirmation reference first, then airport, machine, date range and time zone. An overnight interval may appear on a neighbouring local date. Check the current archive or import disposition before resubmitting.

## The correction was saved but the old state is visible

Wait for the completion refresh. Reopen the view or reload only after checking that the save completed. Compare the exact event or source-row reference. If the mismatch persists, capture the current message and refer it to support; do not create a duplicate as a workaround.

## Review is still open

A saved intervention can legitimately require functional review. Original file issues, current row status, a fault-case review and the report-period status are separate. Locate the precise remaining case and have the responsible person resolve its facts.

## The percentage differs from an archived PDF

Compare scope, dates, language, rule version, measured versus rule-based input, service revisions and report version. An archived file represents its released data state; a fresh draft can incorporate later corrections.

## A save or download failed

Read the exact message. If saving was unconfirmed, check the same submission before recreating it. If archiving succeeded but downloading failed, retrieve the existing archived file rather than releasing another version.

## A permission error occurs

Stop the attempted action and verify the role and scope. A missing permission is not a reason to alter the URL, share an account or disable authentication. Send the administrator the intended task and affected scope.

## Support information to retain

Record the time and time zone, application version, role, screen, machine/event/report reference, exact action, exact message, whether confirmation was received and whether the problem persists after reopening the view. Remove secrets and unrelated records from screenshots.

## What not to promise

No user-facing success message certifies that every downstream business process is complete. A service save is not physical restoration, a draft is not approval, an official report is not an accounting posting, and a downloaded backup is not a tested restore.

# 12 Role-specific practice and readiness checklist

Use a designated training environment. These exercises are practice tasks, not evidence that a real customer procedure has already passed.

### Exercise 1: Select the right machine

Confirm DEMO-01 by serial and airport, then enter the complete local start/end.

Expected result: The interval belongs to your explicitly assigned machine.

Record the scope, evidence reference and reviewer conclusion. Stop if the expected result cannot be demonstrated.

### Exercise 2: Distinguish new and same fault

Read the preceding fault and choose the truthful relationship. Use review if evidence is insufficient.

Expected result: A similar description does not automatically establish a same-fault relationship.

Record the scope, evidence reference and reviewer conclusion. Stop if the expected result cannot be demonstrated.

### Exercise 3: Handle an unconfirmed save

Explain what you would do if the network response is unconfirmed.

Expected result: Retry/check the same submission, retain evidence and avoid creating a duplicate. Urgent faults still use the agreed contact route.

Record the scope, evidence reference and reviewer conclusion. Stop if the expected result cannot be demonstrated.

# 13 Glossary and document control

Scope: the airport or machine covered by your active assignment or selected report.

Effective date: when a business rule or master-data revision applies; it can differ from the time the change was recorded.

Revision: the current or historical state of a source record. It is not the same as an official report version.

Fault case: the explicitly linked cause relationship used to distinguish a continuation from a new fault.

Allowance: the configured threshold for eligible fault duration, not an amount always subtracted after exceedance.

Elapsed duration: real time between start and end, independent of the number of technicians.

Draft: a calculated preview that has not been officially released.

Period closure: confirmation of a particular checked data state before official release.

Official version: immutable archived output with its release information.

Measured availability: availability derived from imported machine measurements.

Rule-based availability: availability calculated against the configured contractual operating basis and relevant service evidence.

MFA: multi-factor authentication; a second factor in addition to the password.

### Documentation basis

Application: Uptime Control 02.15.1. Edition: 6 November 2026. The role descriptions were checked against the application's access rules. UI illustrations were captured locally from the matching application image with synthetic data. Earlier handbook material was reviewed and updated for the enabled service module and current full-duration threshold rule.

This documentation does not change software, grant additional rights, certify every possible security condition or replace the installation-specific operating agreement. Screenshots may show a different number of sample records or a browser-dependent date format.

Keep this handbook with the matching software edition. Recheck procedures when the application, roles, contract configuration or identity policy changes.

# 14 Integration API and edition 02.15.1

The service and ticket module is enabled. Individual roles and machine scopes remain enforced. The separate server expansion is not implicitly included. Integration API v1 is disabled by default and uses distinct technical clients, scopes and machine allowlists. A technical token cannot administer interactive Uptime features. Follow the dedicated API development guide; do not reuse a personal account or password.

The API accepts completed service intervals and local-day measurements only after validation. The 02.15.1 checks additionally reject intervals outside machine life, excessive future times, invalid Unicode and machine durations exceeding the actual local calendar day. Existing interactive workflows and business formulas are retained.

# Access after installation

Your administrator activates Uptime Control once for the server. All users then sign in with their individual accounts. One purchase code covers the installation.




If Uptime Control aktivieren appears, contact your local administrator. Activation requires the purchase code issued for this installation. Creating another user account will not activate the server.

See 00_Installation/Aktivierung_EN.pdf for illustrated instructions. After activation follow the workflows and permissions in your role manual.