OPERATE. UNDERSTAND. VERIFY.

Internal 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

Within the assigned scope: service recording, imports, operational cases, analysis, report drafts and exports. This role alone cannot correct stored service events, officially release reports or administer users.

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.

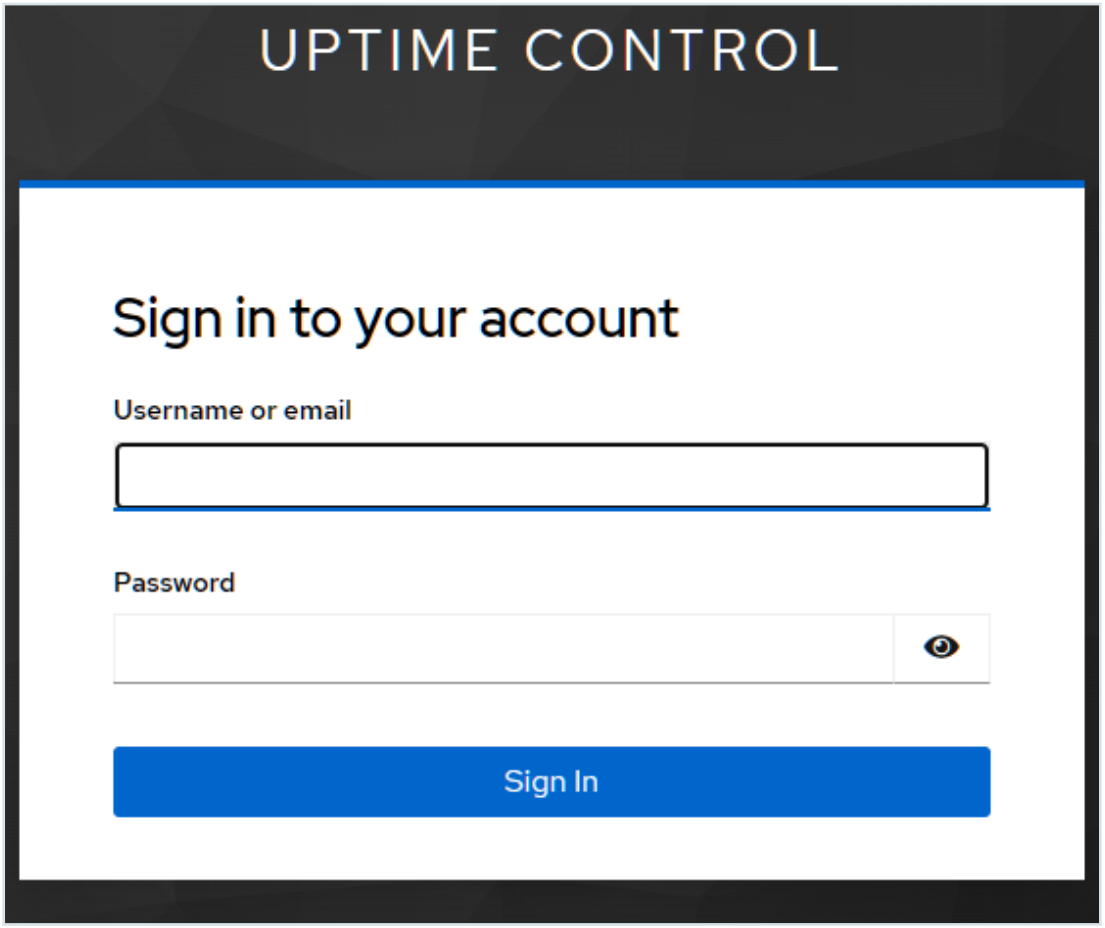
Open only the operator-provided HTTPS address. Use your personal account. The first administrator login in this installation package requires one-time-code enrolment. Scan the QR code only with your own authenticator app, confirm the current code, then sign in again. Do not retain or send pictures of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

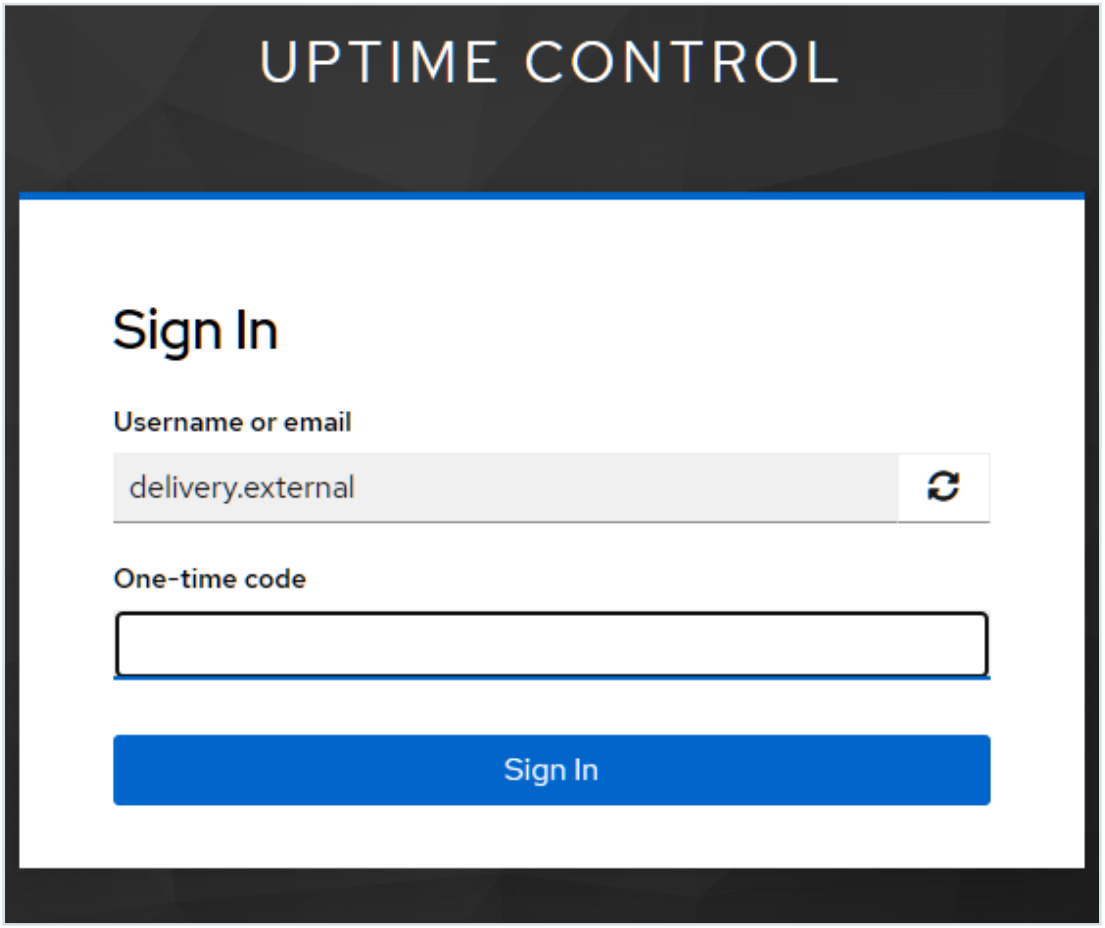
Before saving, check object, period, timezone, content and change reason. Wait for an unambiguous response. After a connection interruption, inspect the list or archive before creating another record. Sign out when finished, especially on shared devices.

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 Home page and analysis

Interpret indicators correctly

First select the month or permitted period. Dashboard requests and report periods are limited to 366 local calendar days. Future months do not replace missing operating data. Check data status and the number of calculated machines before interpreting a total.

Overall uptime is weighted by statistical operating time. It is not an arithmetic average of the displayed machine percentages. Machines below target, chargeable downtime and cause breakdowns answer different questions. Missing data must not be interpreted as fault-free operation.

1. Open the required airport from the overview or airport list.

2. Select a machine. Check serial number, target, operating time, downtime and excluded maintenance.

3. Open a local calendar day. Compare its time basis, grace allowance and service events.

4. Open the individual service event behind an anomaly. Read its original interval, daily contribution, revision, incident description and action.

5. Use the return navigation to go back to the machine and airport. Check the period whenever you change filters.

Contractual and measured availability

Contractual uptime uses effective contract rules and assigned service events. The selected contractual basis can be the theoretical weekly operating schedule or actual operating time from machine data. Selecting the basis is an administrative contract decision, not an ad hoc choice by a report reader.

Measured operational availability from a Scarabee XLSX workbook is a separate indicator. A valid comparison uses the same local machine days. The screen shows day coverage, hour coverage and comparison status. Incomplete or unsuitable coverage prevents a misleadingly precise delta.

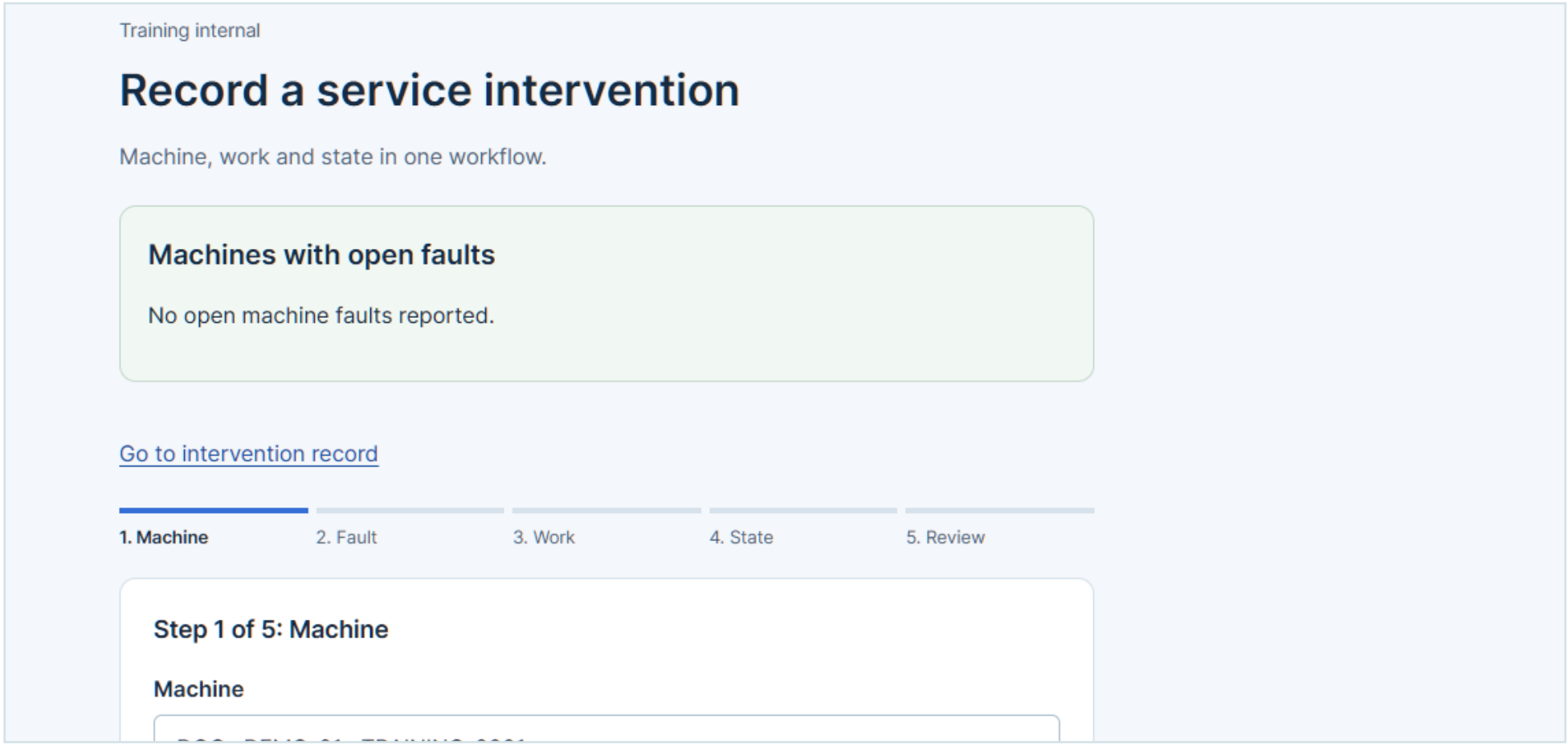
If day coverage is complete but hour coverage falls outside 99.5 to 100.5 percent, the difference remains visible as an indicative value because the denominators differ. Percentage points describe the difference between percentages, not a relative percentage change. Never compare only the two headline values.

Process review cases

Review cases can concern missing measurements, machines that cannot be calculated or validation problems. Authorised users open the area, filter status, priority and overdue state, claim the appropriate case and inspect the underlying records. Completion is stored as a new revision. Read-only users do not change cases or trigger case creation by viewing data.

Resolve the substantive issue or document the supported clarification. Do not close a case merely to enable report release. Relevant open review cases block period closure and official release. Ticket evidence reconciliation and general review cases are related but represent separate screens and steps.

Figure 3 | Home page and analysis: actual internal role view with synthetic data.



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

04 Service records and imports

Validate and import service CSV

Administrators, responsible service departments and internal technicians may import service CSV within their scope. External technicians and auditors may not. Use the agreed profile and exact serial numbers. The canonical UptimeServiceCsvV1 profile supports UTF-8, comma or semicolon delimiters, up to 1,000,000 bytes and 5,000 data rows.

Fields are ExternalReference, SerialNumber, Category, StartUtc, EndUtc, WhatHappened, ActionTaken and RestorationStatus. ExternalReference is optional; the other columns are required. ISO timestamps with Z or an explicit UTC offset avoid ambiguity. Category accepts MachineFault, OperatorError, PassengerInterference, ThirdPartyFault or ScheduledMaintenance. RestorationStatus accepts Restored, ProvisionallyRestored, StillOutOfService or FollowUpRequired.

1. Select the unchanged source file and suitable profile. Run “Validate file”.

2. Read totals and row results. Check assignment, interval, category and warnings. Preview does not create service events.

3. Resolve blocked rows. If you change the source, generate a new preview.

4. Import only the validated file. Only eligible rows create events; excluded rows remain traceable within the batch.

5. Check the confirmation and resulting records. A changed profile or changed file requires a new preview.

An identical replay should not duplicate source rows. This is not a reason to reimport uncontrolled files with altered references. The original file, profile version, checksum and source rows remain available as evidence.

Import measured machine days from XLSX

In 02.15.1 this route is labelled “Legacy machine workbook - old data source” and is retained for existing historical and evidential data. Use the operational-hours CSV in the following section for new actual operating times.

ScarabeeOperationalAvailabilityV1 reads worksheets whose names begin with “Oa - Lane ”. The first five headings are Lane, Date, Actual Operating Time, Relevant downtime and Operational availability. The full lane identifier or serial number must unambiguously match an authorised machine. A short numeric suffix is not automatically mapped to a similarly named machine.

Date is an Excel date and durations are fractions of an Excel day. Operating time must not exceed 30 hours; relevant downtime must be between zero and operating time; availability must be between zero and one. Formula cells need cached calculated values. Recalculate the workbook in its spreadsheet application when necessary, then validate again.

1. Open Machine data and select the XLSX file.

2. Generate the preview. Check worksheet, source row, lane and date.

3. Ready means importable; AlreadyStored means identical existing values; Ignored covers lanes explicitly marked unused; Review requires clarification.

4. Commit ready values using the same file and profile version. Conflicting existing machine days are not silently overwritten.

5. Check totals and inspect the machine in the correct month. Measurement import does not replace service records or automatically release reports.

Actual operating data from CSV

“Actual operating data - CSV” processes operational-hours files. It derives each machine day's operating window from the first and last tray. The original host identifier is retained as source evidence. Use the intended export, not an invented column structure.

The supported export contains host, day, first_tray, last_tray and Operational_Time. Check the date, first and last tray timestamps, and reported and calculated duration. Resolve invalid identifiers, missing times and inconsistencies before committing.

Select the file, validate operating data, resolve problematic row assignments and periods, then commit the ready operating records. Check new, existing and unresolved day counts. With a contract based on actual operating time, missing days can leave calculations incomplete. A stored connection profile does not prove that automatic retrieval is running.

05 Import formats and troubleshooting

Supported routes: canonical service CSV; Scarabee service CSV or XLSX; Scarabee machine XLSX; operational-hours CSV containing host, day, first_tray, last_tray and Operational_Time. Arbitrary spreadsheets, legacy XLS files, PDF reports or renamed files do not become supported formats.

The canonical service header is ExternalReference;SerialNumber;Category;StartUtc;EndUtc;WhatHappened;ActionTaken;RestorationStatus. ExternalReference is optional; the other fields are mandatory. Use UTF-8 and unambiguous ISO timestamps with Z or an offset. Quote text containing delimiters. Categories: MachineFault, OperatorError, PassengerInterference, ThirdPartyFault, ScheduledMaintenance. Status values: Restored, ProvisionallyRestored, StillOutOfService, FollowUpRequired.

For Scarabee machine XLSX, sheet names start with Oa - Lane . Lane, Date, Actual Operating Time, Relevant downtime and Operational availability appear in the specified header. The workbook must correctly identify its 1900 or 1904 date system. Durations are Excel day fractions; availability is between0 and1. Recalculate the workbook before export if cached formula values are stale.

Review: read each row issue and resolve it against evidence. AlreadyStored: identical existing data; another import is unnecessary. Missing machine: verify the complete serial number and assignment. Changed file or profile: generate a new preview. Daylight-saving ambiguity: correct the timestamp using an explicit offset. Access denied: ask for a role/scope review; do not share another person's account.

After downloading PDF/CSV, check airport, serial number, period, language and release state. A draft is not an official release; current analysis does not replace a historical archived document. For incidents, record time, workflow and reference; remove sensitive data from screenshots.

Service XLSX: the 1904 date system is explicitly rejected. Use a business-verified export in the 1900 date system; do not merely toggle the workbook option without checking actual dates. This differs from the machine XLSX import. Supply an unambiguous offset or the required time basis for ambiguous local times. Correct duplicate columns and invalid durations before committing.

06 Service import: durations and corrections

1. Check start and end against the work record, including date and time zone. The software calculates elapsed duration. Ten minutes with two technicians means ten minutes duration, not twenty person-minutes.

2. Correct start or end when timestamps are wrong. A free total-duration value does not replace the interval. End must be later than start.

3. In import review, open the affected row, correct the offered fields using evidence and confirm adoption. Work only within your assigned scope.

4. Wait for confirmed saving and automatic view refresh. Do not replace corrected rows with a blind repeat import. If the display is unclear, check date filters and the stored row.

5. The responsible service manager corrects stored service events in the service archive with a reason. Internal technicians and administrators without an additional service-manager assignment refer the case.

6. Compare event timestamps, revision and the current report preview. Official archived reports remain unchanged; release a justified subsequent version where required.

07 Measured and rule-based display

With imported machine measurements, measured availability retains its existing meaning. Without measurements, the overview can show availability calculated from effective rules and service events. Always read its label and selected period; a rule-based value is not an independent measurement. Missing rules, operating data or unresolved checks must be clarified.

08 Draft report and export

Create a report draft

1. Open Reports. Select the airport, scope and any individual machine selection. Check serial numbers as well as display names.

2. Set From and To for the required period, within 366 local calendar days.

3. Select German or English as report language. This setting is independent of your interface language.

4. Generate the preview. Check sender, dates, machine scope, data status, contract versions, targets, operating time and chargeable downtime.

5. Review listed service events and unresolved issues. The responsible service manager can open an anomalous event in the service archive from the draft.

6. Download a draft PDF or CSV if required. Every draft page is marked as unreleased. Downloading does not officially approve it.

PDF is intended for readable distribution; CSV contains structured summary, machine and event data. Machine code, display name and serial number are separate fields. Free text remains in the language in which it was entered.

A draft is not officially released. The responsible service manager performs period closure and official release. The technician role alone does not have that permission.

09 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.

10 Read archives and compare evidence

Open the report archive, select airport and available time filters, check reference, language, period and version, and download that specific archived PDF/CSV. A current draft does not replace a historical released version. Do not distribute withdrawn reports as current releases.

In the service archive, locate evidence by period, serial number or reference. Compare event timestamps and revision with the report. Read-only roles do not change saved events. Refer discrepancies to the service manager with the specific reference.

Resetting search filters does not delete data. If a list remains empty, check the selected period and assigned scope.

11 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.

12 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.

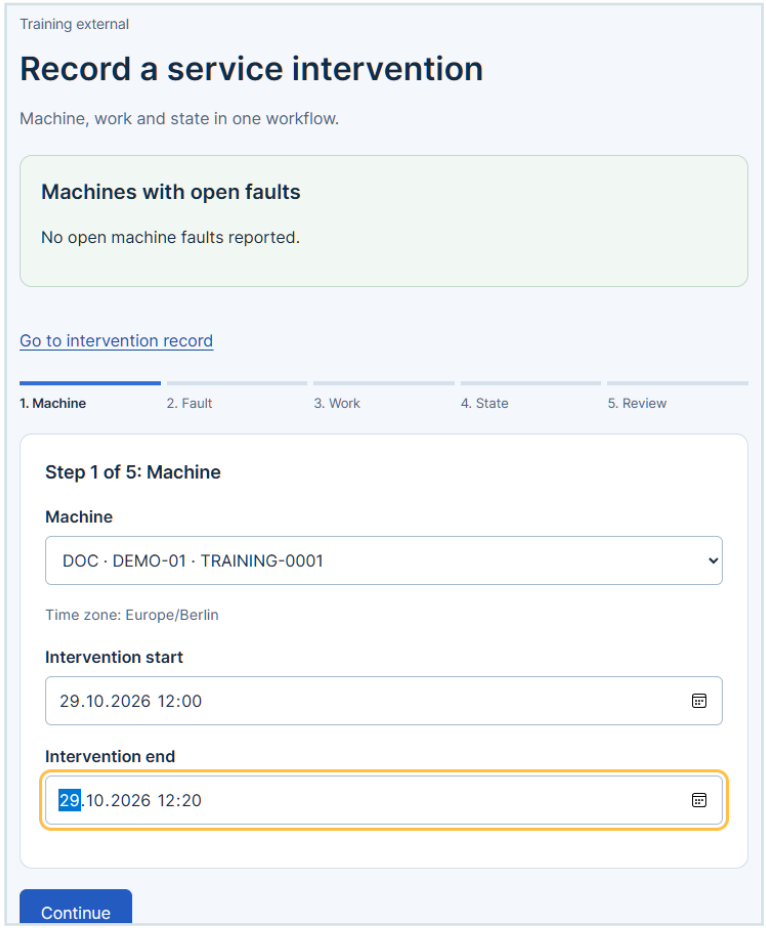
Success check

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 4 | 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.

13 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.

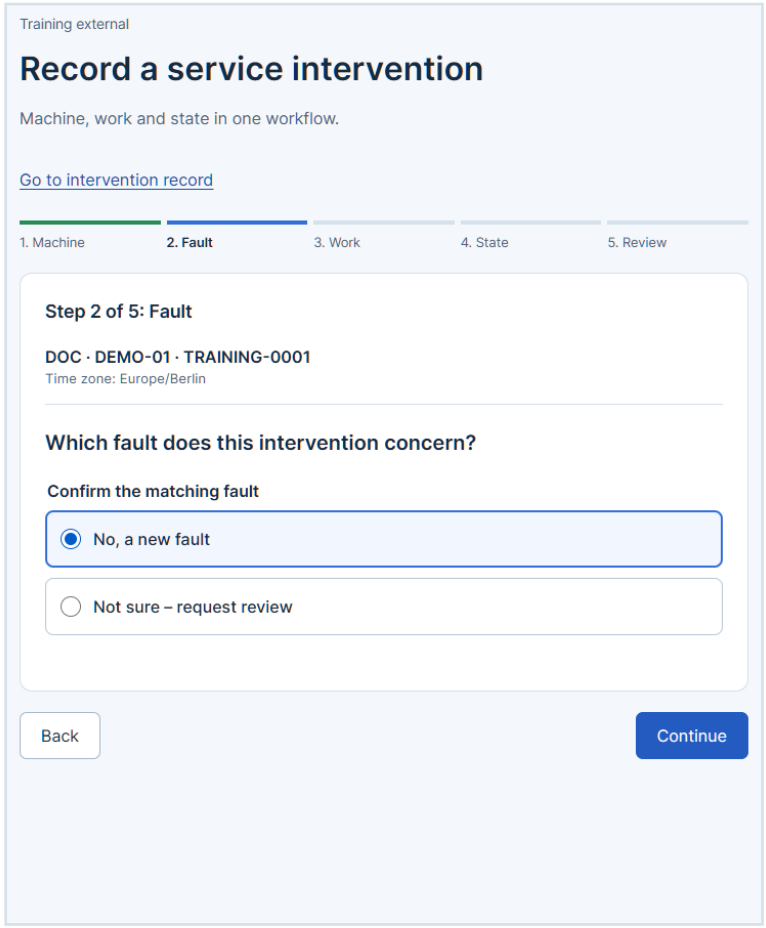
Why this matters

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 5 | 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.

14 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.

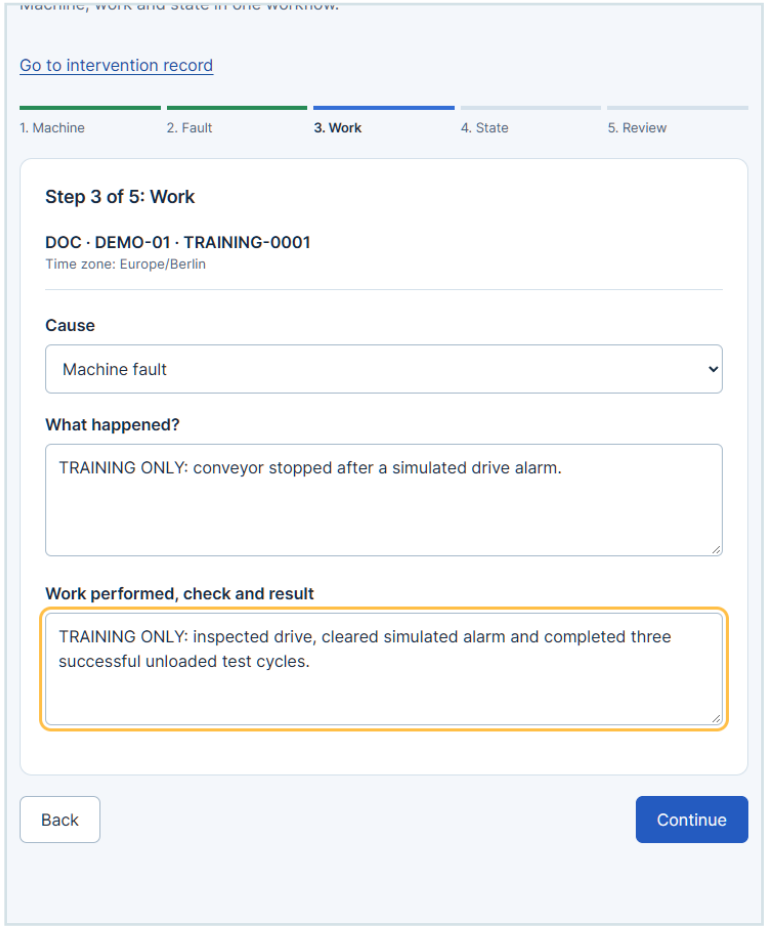
Example of useful work documentation

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 6 | Step 3: record cause, observation, action, functional check and result.



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

15 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.

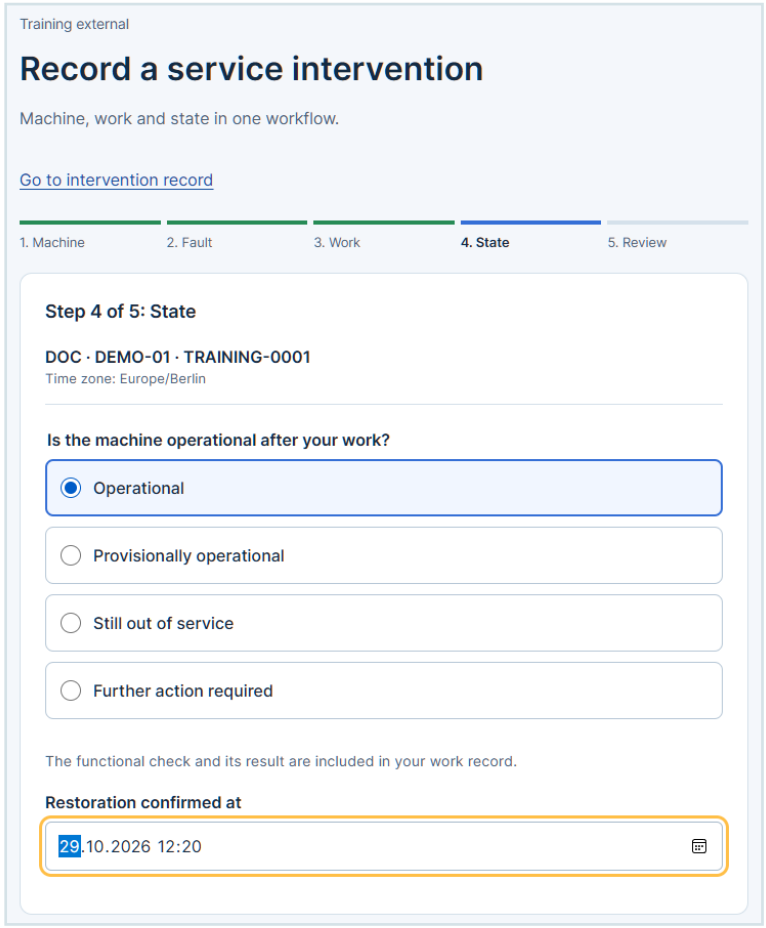
7. Check that the work narrative, usability and status agree. Further work being planned does not by itself prove the machine is down, and a completed visit does not prove restoration.

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 7 | Step 4: record the true restoration state and confirmed time.



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

16 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.

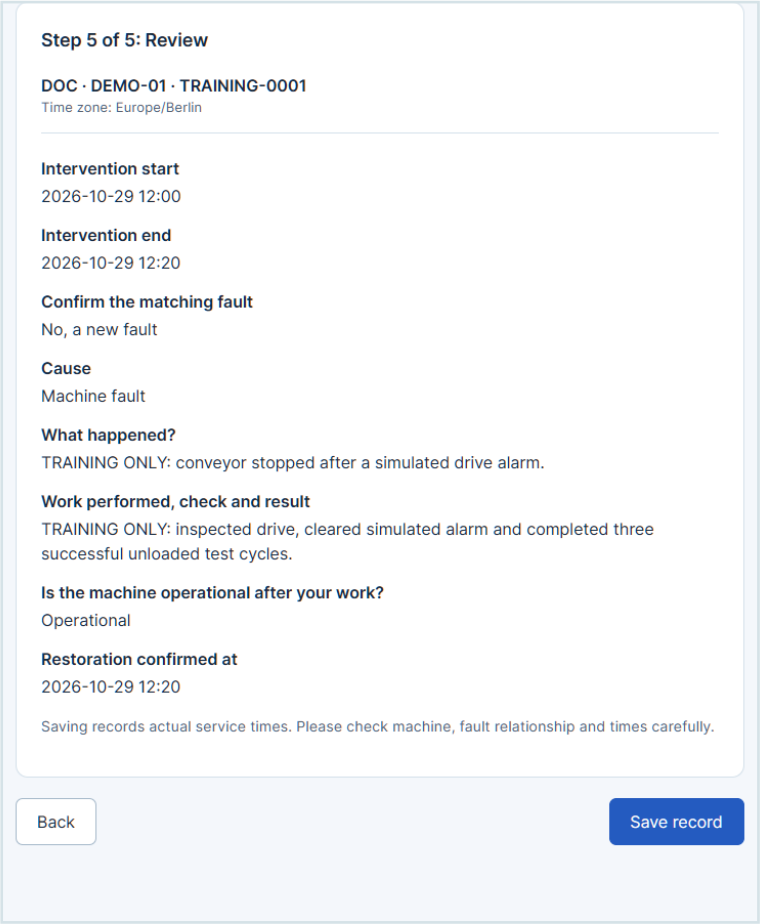
After a mistake is discovered

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

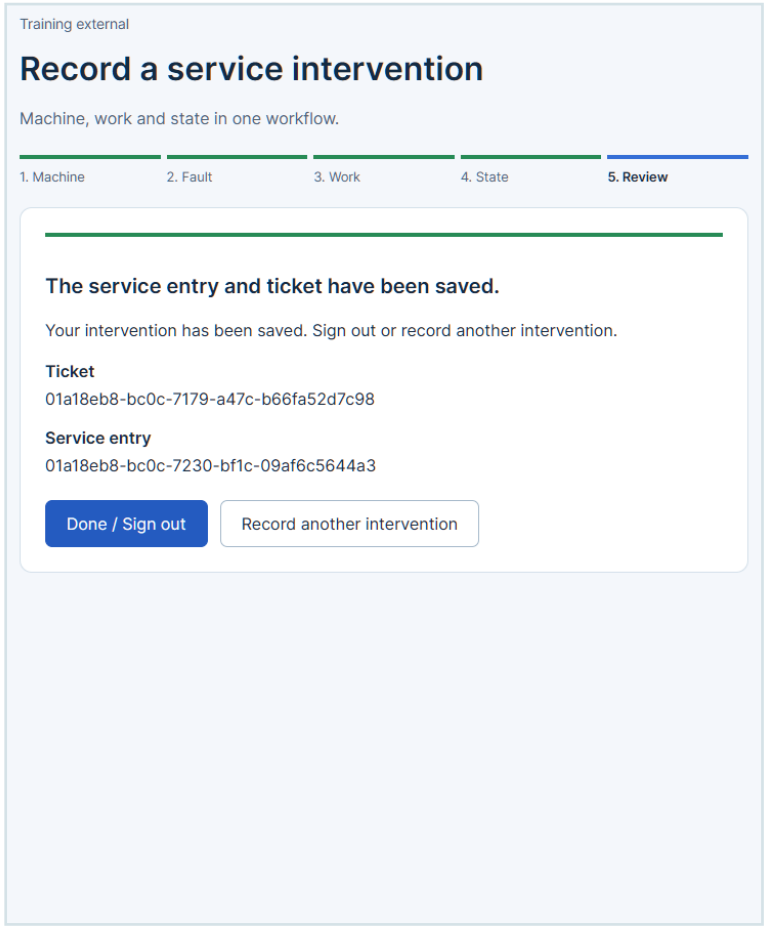
The illustration below shows the review before saving. A synthetic sample was subsequently saved in the isolated training installation to verify the confirmation screen. No customer record was created or changed.

Figure 8 | 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 9 | Confirmed synthetic save: retain the ticket and service-entry references.



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

17 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.

18 Import workshop: validate before adopting

Prepare the source

1. Keep the original file unchanged in your approved evidence location. Work on a copy if it must be corrected.

2. Identify whether the file contains machine measurements or service interventions. Open Machine data or Service data accordingly; the two imports serve different purposes.

3. Check the airport, serial-number convention, reporting dates, time zone and source format. A familiar file name is not proof that every row belongs to that month.

4. Confirm that machines exist and are assigned to the correct airport. A missing or ambiguous mapping must be resolved before import.

5. For an Excel source, confirm the workbook's date system. Machine workbooks support their specified 1900/1904 handling; a 1904 service workbook must be converted to a supported, verified 1900 export. Never simply change a workbook setting and assume the visible dates survived correctly.

Preview and adopt

6. Select the file and appropriate available import configuration. Choose the preview/check action first.

7. Inspect every row marked for review. Compare the source row, serial number, dates, cause and descriptions. A combined description retained as evidence is not necessarily a failed import.

8. Correct an editable review row using supported controls. Set the actual timestamps and required category; do not force a total that contradicts start and end.

9. Recheck the row result after saving the correction. Distinguish original issues retained as evidence from the current disposition.

10. Adopt the ready rows. Wait for the final summary and retain its reference or source-file identity.

11. Check new, existing and unresolved counts together. Already present is not a new saved record; it can be the correct result of a repeated import.

12. Open the current service or machine view, select the source period and machine, and check representative adopted rows. A filter excluding the imported month can make successful imports appear absent.

Success check

The current disposition of each intended row is understood, no unresolved row has been silently treated as imported, and the resulting records belong to the intended machine and dates. Repeatedly clicking adopt does not resolve a factual review issue.

Unexpected outcome

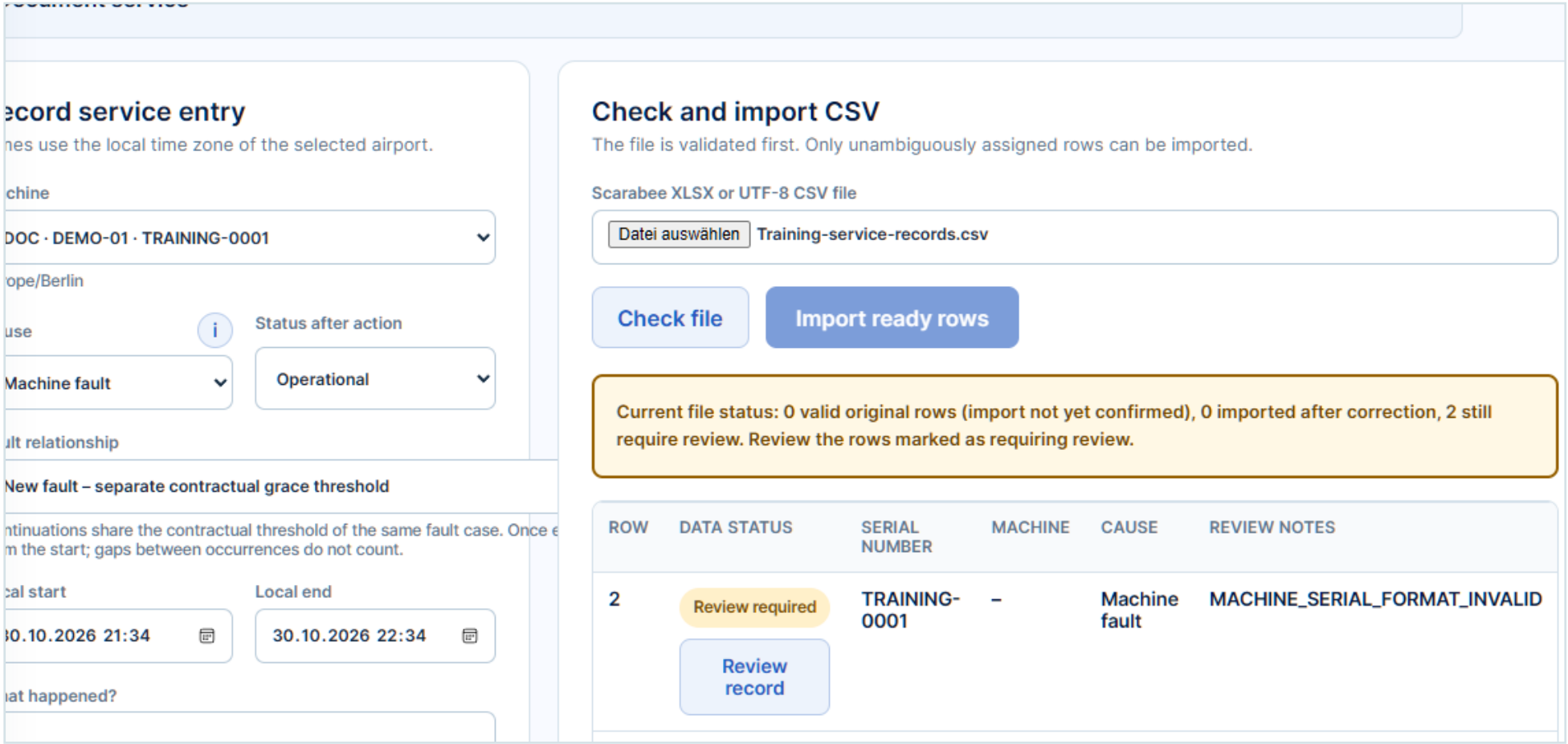
If a correction appears saved but the screen still shows an older state, allow the completion refresh to finish. Reopen the affected view or reload after confirming save. If the discrepancy remains, retain the row reference and exact count; do not create duplicates to make a counter look right.

Import review dialog in detail

Choose Review record on the affected row. Compare Original value with Corrected value. Enter Start: date, Start: time, End: date and End: time in the time basis shown by the dialog. Use Show / edit other source fields when another supported field requires correction. Enter a reason of at least ten characters, choose Check correction, read its result, then select the explicit confirmation before Import correction. The displayed original remains evidence; the current disposition establishes whether the correction was adopted.

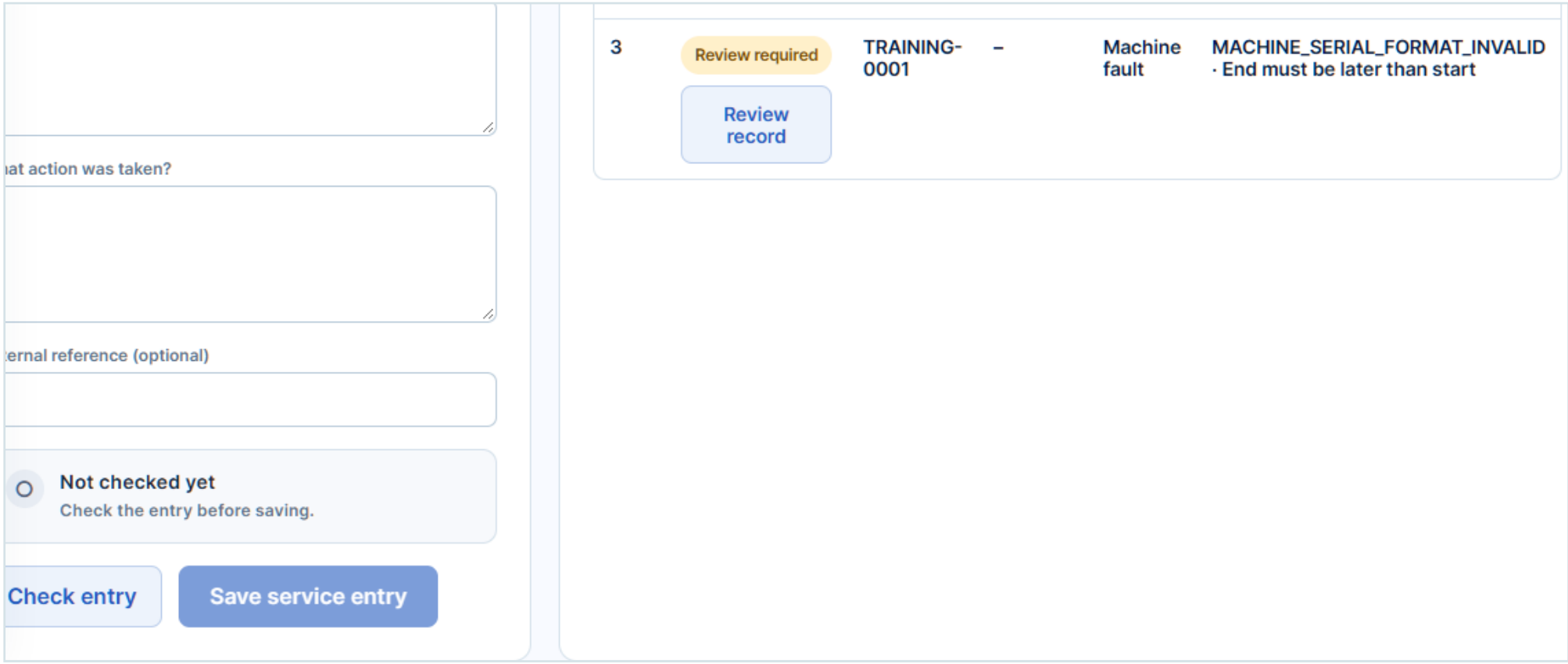
The illustrated fictional serial TRAINING-0001 is deliberately outside the file import's expected serial format, so the preview shows MACHINE_SERIAL_FORMAT_INVALID. The second fictional row also has an end earlier than its start. These are examples of rejected source data, not a successful import. Do not copy the fictional serial as a production import template.

Figure 10.1 | Preview identifies rows requiring review; it does not silently adopt them.



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

Figure 10.2 | Preview identifies rows requiring review; it does not silently adopt them.



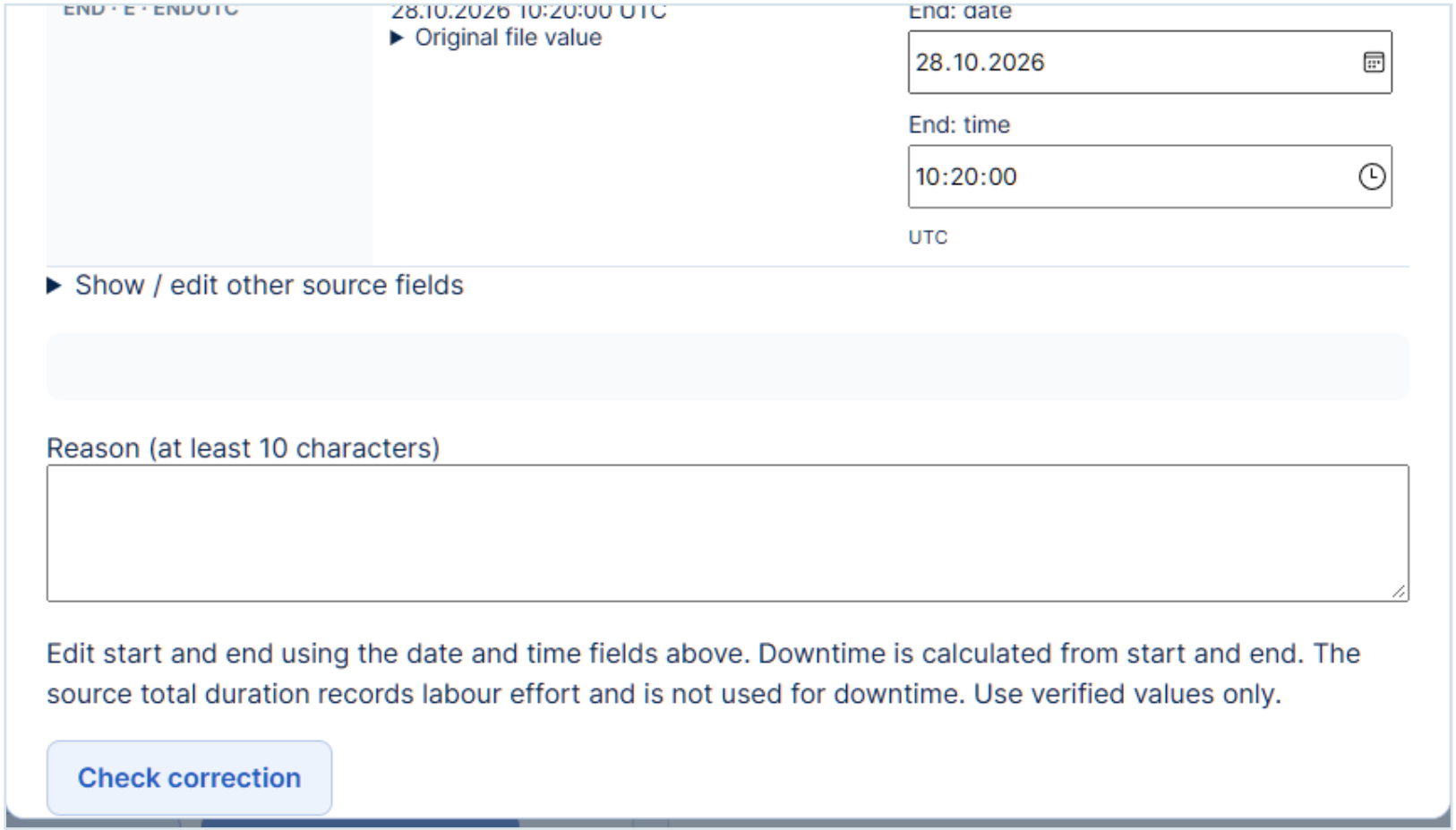
Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

Figure 11.1 | Compare the original and proposed values, check the correction, then confirm adoption.



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

Figure 11.2 | Compare the original and proposed values, check the correction, then confirm adoption.



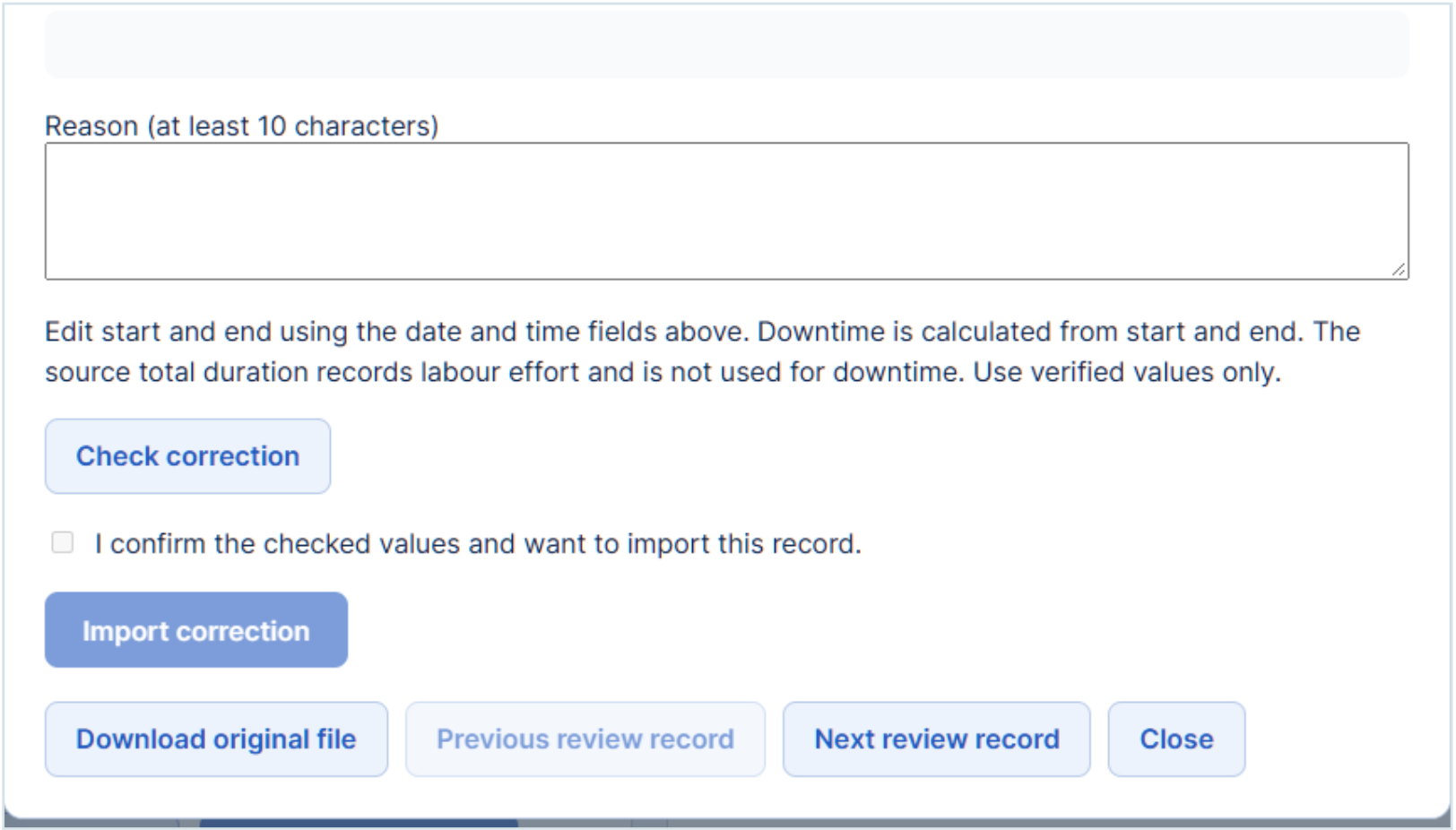
Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

Figure 12.1 | Importing a reviewed correction requires a successful check and explicit confirmation.



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

Figure 12.2 | Importing a reviewed correction requires a successful check and explicit confirmation.



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

19 Report walkthrough: from scope to evidence

1. Open Reports. Select the intended airport or machine scope. Read serial numbers where multiple machine names are similar.

2. Set From and To. Use the report's date controls; do not infer an inclusive end date from a technical filename alone. Check the displayed report period in the preview.

3. Choose English if the output is required in English. This is independent of the current interface language.

4. Open the preview and read the data status before interpreting availability. Missing data, open review and a completed calculation are different conditions.

5. Check the calculation basis. Measured availability comes from imported machine data; rule-based availability uses the applicable operating schedule and relevant service events. A percentage should always be read with its period and basis.

6. Check the rule versions and machine operating dates. An incorrectly configured start date or monthly price is a master-data issue, not a reason to alter a service visit.

7. Review machine rows, downtime and the listed service events. For an unexpected result, inspect the actual interval, source state and cause linkage.

8. Download a draft PDF or CSV if needed. Open the file and check reference, scope, dates, language and draft status. A downloaded draft has not been approved merely because it looks complete.

9. If your role cannot release reports, send the checked draft and any issues to the responsible service manager. Do not use another account to obtain the release button.

10. For an already released version, retrieve its stored files from Report archive. Comparing an archived report with a newly calculated draft compares two potentially different data states.

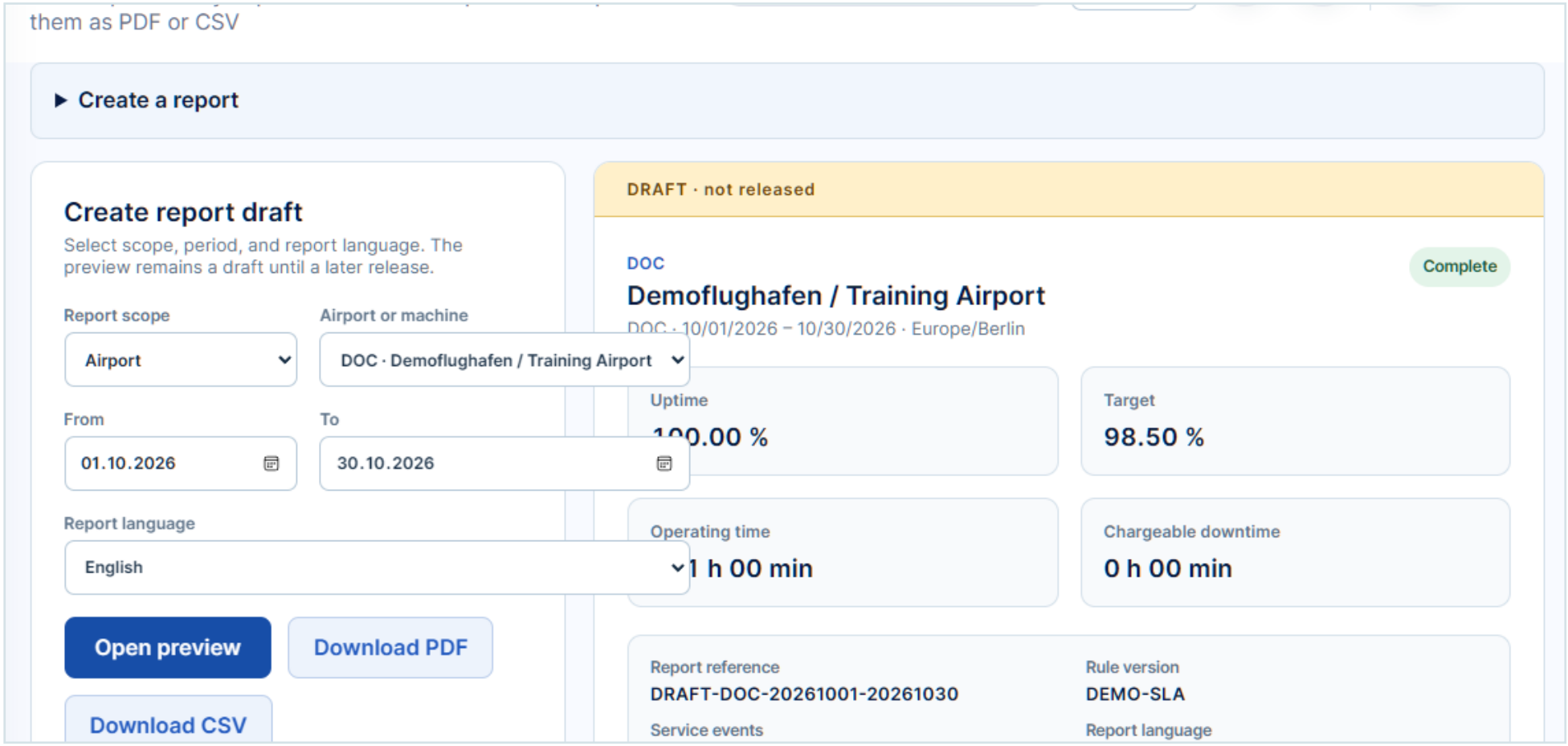
Worked weighted total

Machine A has 600 eligible operating minutes and 30 downtime minutes: 95 percent. Machine B has 60 eligible minutes and zero downtime: 100 percent. Combined availability is (660 - 30) / 660 x 100 = 95.4545... percent. A simple mean of 95 and 100, or 97.5 percent, would be wrong because the denominators differ.

A meaningful handoff

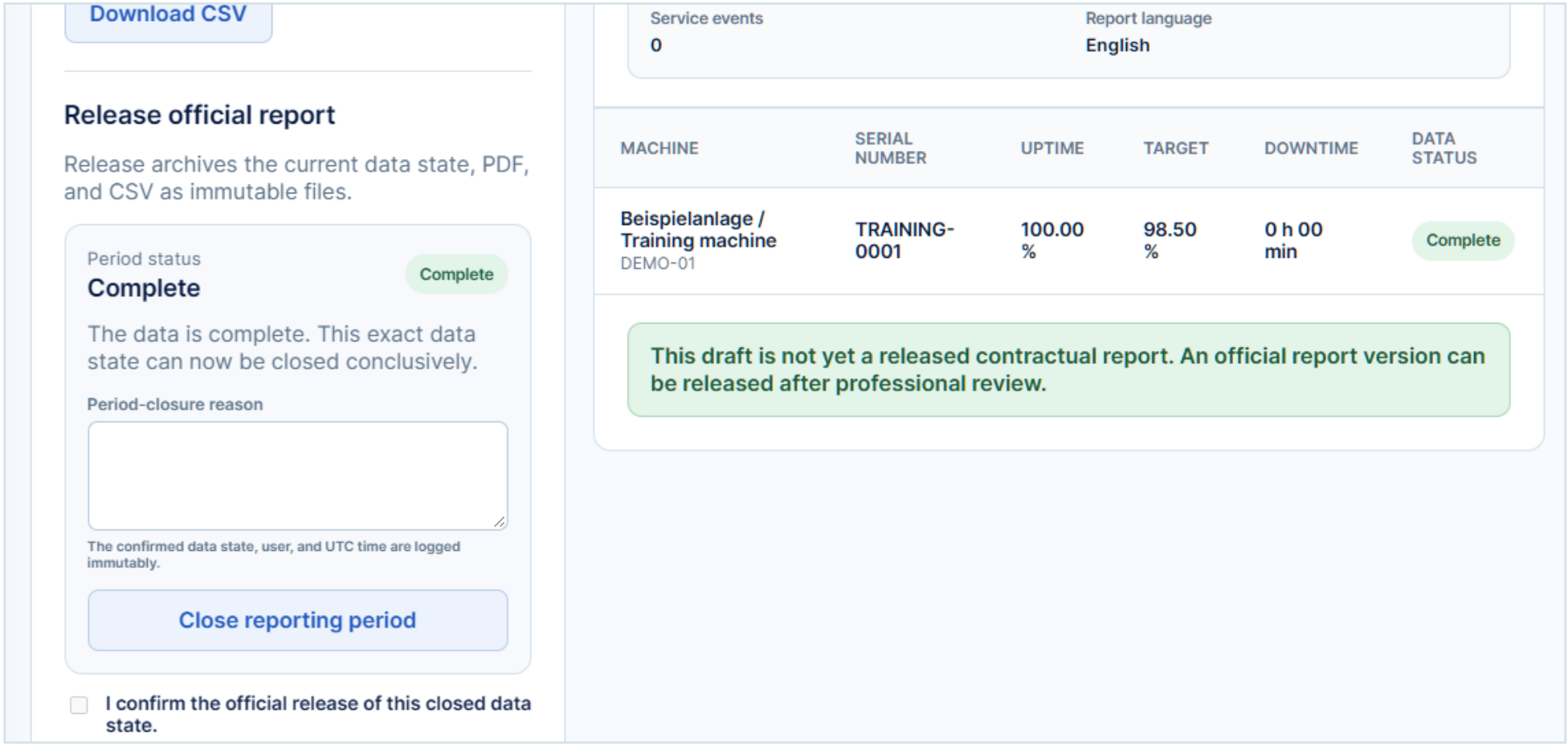
State which scope and period you checked, the report language, whether it is a draft or official version, and the unresolved issue if any. Do not send an isolated percentage without its context.

Figure 13.1 | Synthetic preview: check scope, period, basis and Complete status before release. This service-manager view illustrates controls; readers without release rights must not release.



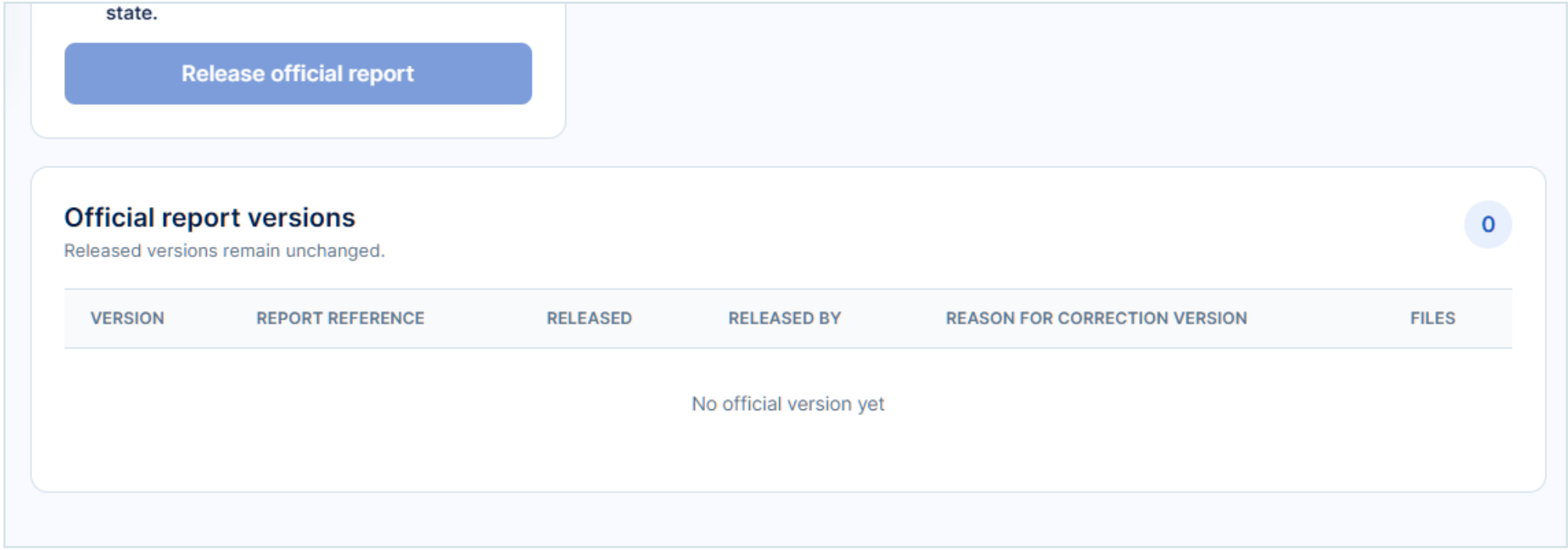
Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

Figure 13.2 | Synthetic preview: check scope, period, basis and Complete status before release. This service-manager view illustrates controls; readers without release rights must not release.



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

Figure 13.3 | Synthetic preview: check scope, period, basis and Complete status before release. This service-manager view illustrates controls; readers without release rights must not release.



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

20 Reading maintenance amounts and deductions

Read the effective contract, not an assumed default

The monthly amount, currency, target and deduction tiers are configurable contract values. A target percentage is not automatically the boundary of the first deduction tier. Inspect the actual effective rule used in the report.

1. Read the contract version and validity period. If a reporting period spans more than one rule, inspect the relevant rows rather than assuming one rule applies to the whole period.

2. Check the monthly net maintenance amount per machine and the calendar days included. A partial month is based on the applicable days divided by that month's calendar-day count.

3. Check the availability shown for the relevant row and the configured tier thresholds. Follow the report's rounding convention; do not compare an unrounded spreadsheet value with a rounded displayed boundary without reconciling them.

4. Read maintenance base, deduction and payable net together. A displayed deduction percentage applies according to the configured tier; it is not automatically the percentage of downtime.

5. Check billed coverage before treating a new report as a wholly new charge. Existing intervals can contain gaps; a single latest billed date does not explain all coverage.

6. Reconcile with external invoicing separately. A Uptime report does not prove that an accounting invoice was posted or paid.

Synthetic arithmetic example

A fictional net monthly amount of 1,000.00 EUR for a full month and a 15 percent deduction gives 150.00 EUR deduction and 850.00 EUR payable. Ten eligible days in a 30-day month give an unrounded base of 333.333... EUR; the report's row rounding must be used consistently when checking the resulting cents.

Illustrative tier scheme - not a preset

If a contract says 98.00 percent and above: no deduction; 95.00 to 97.99: 15 percent; 90.00 to 94.99: 25 percent; below 90.00: 35 percent, verify that the actual configured upper thresholds represent 97.99, 94.99 and 89.99 with the corresponding deduction rates. Do not assume that a previously entered 94.99/89.99/89.98 sequence represents that scheme.

21 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.

22 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: Record an evidenced intervention

Complete all five service steps in training, with a factual work result and actual restoration time.

Expected result: Retain the confirmation reference; a completed visit is not automatically a restored machine.

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

Exercise 2: Inspect a source file

Preview a fictional file with one invalid timestamp.

Expected result: The invalid row is reviewed, not silently accepted; stored corrections remain a manager task.

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

Exercise 3: Prepare a draft

For your assigned scope, prepare a draft and explain its input basis.

Expected result: A draft and export do not amount to official release.

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

23 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.

24 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.