OPERATE. UNDERSTAND. VERIFY.

Auditor
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: read, calculate uptime, create draft reports and exports and view ticket management. MFA is required. No data changes, handling of operational cases, imports or official release.

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.

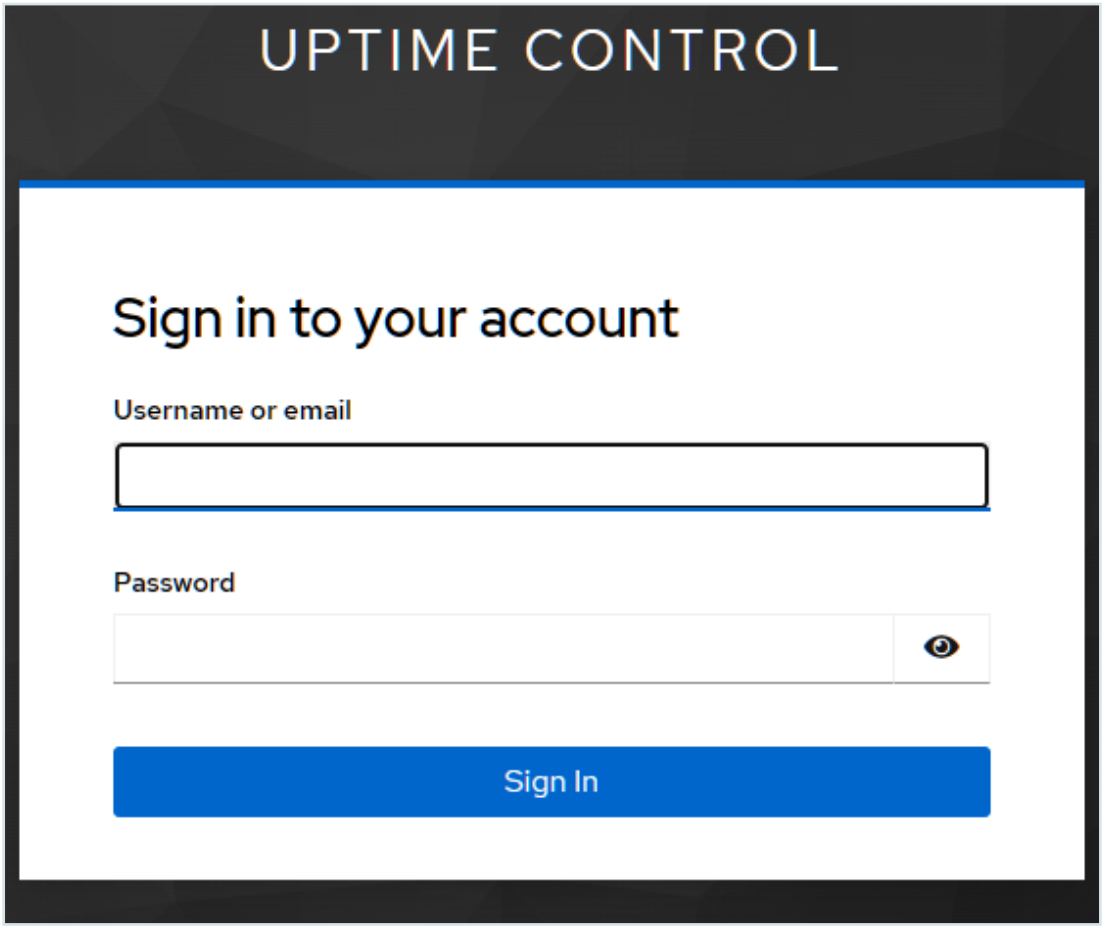
Open only the operator-provided HTTPS address. Use your personal account. The first administrator login in this installation package requires one-time-code enrolment. Scan the QR code only with your own authenticator app, confirm the current code, then sign in again. Do not retain or send pictures of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

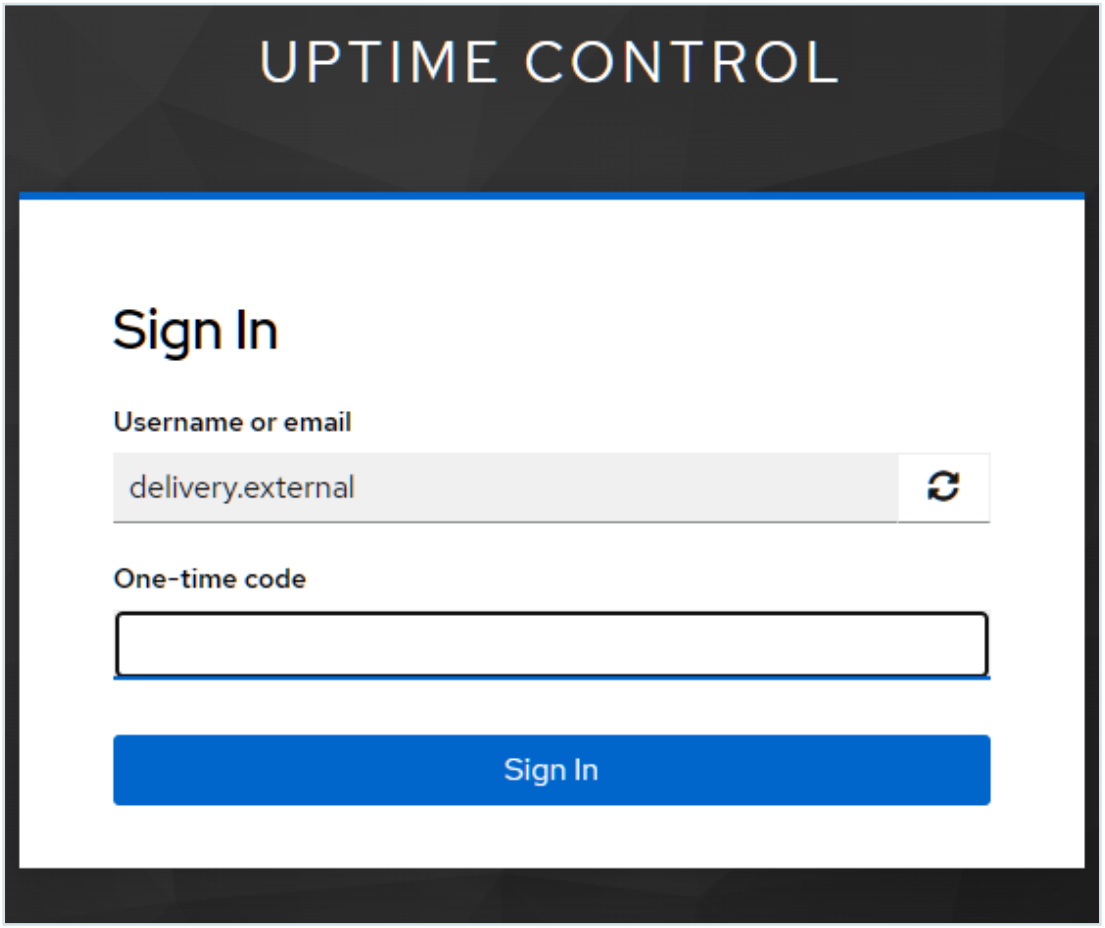
Before saving, check object, period, timezone, content and change reason. Wait for an unambiguous response. After a connection interruption, inspect the list or archive before creating another record. Sign out when finished, especially on shared devices.

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.

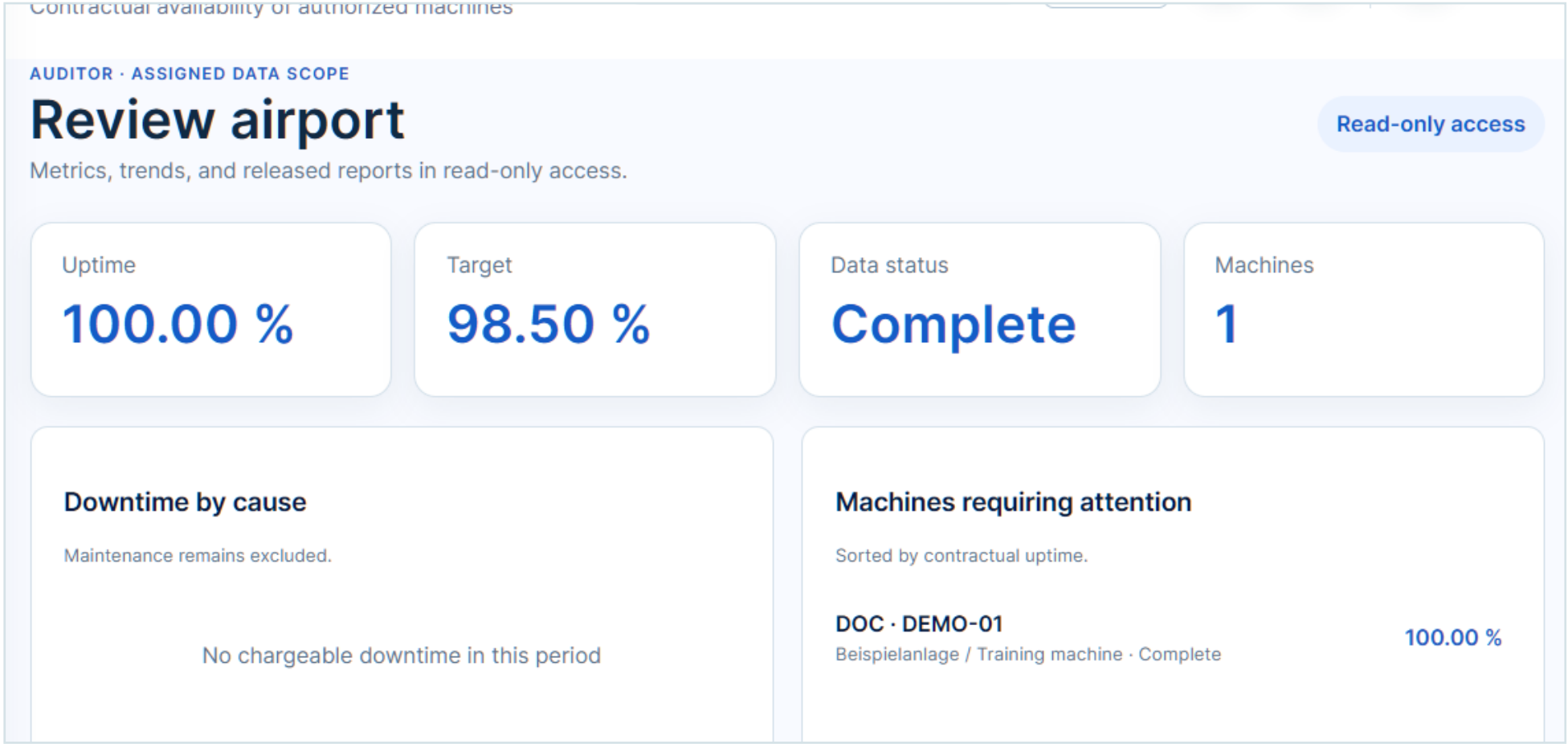
Contractual and measured availability

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.

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



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

04 Reports and billing

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.

Duplicate billing protection and contract amounts

Machine selection displays periods already billed. Check the actual interval behind a single “Billed through” date. Separate intervals may contain gaps. An unavailable billing overview does not mean that nothing has been billed.

The preview identifies previously billed machine days excluded from new charges. Full coverage may show “No additional machine days to bill”. Partial coverage leaves only uncovered days relevant. Create a corrected version through the intended correction workflow; changing dates is not a substitute for correcting the original scope.

The monthly maintenance amount per machine, contract currency and deduction tiers come from effective contract rules. Check the base amount, selected days, target shortfall and applied tiers. A released Uptime report is not evidence of an external accounting posting or payment. Producing it does not automatically order either action.

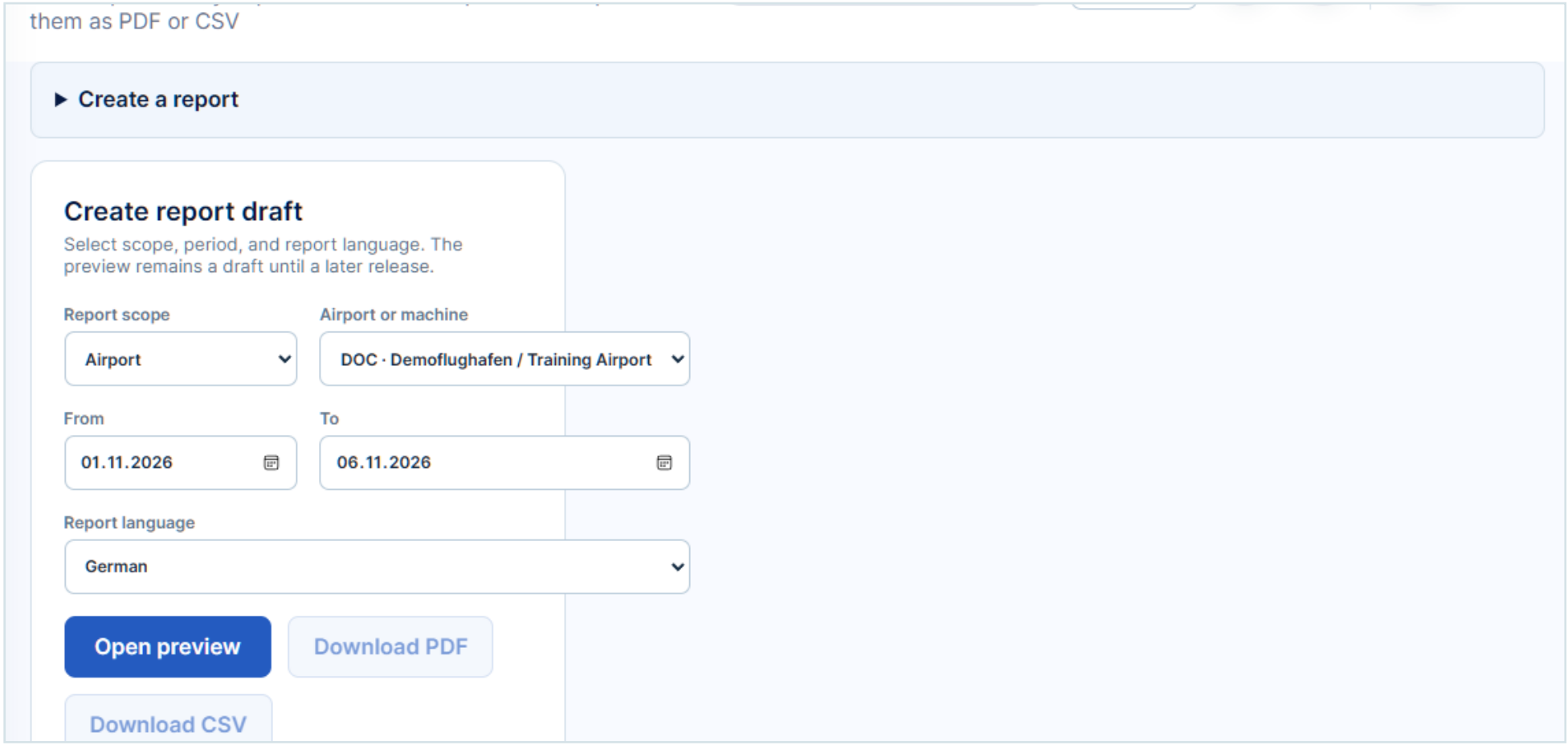
Calculation rules with examples

The configured allowance applies once per continuous fault case and does not restart at midnight. With a 24-hour allowance and a continuous 30-hour outage, all 30 eligible hours count as downtime. The allowance is a threshold, not a deduction. Equality does not exceed the threshold. Fault-case assignments must be correct; separate visits do not automatically represent separate faults.

Scheduled maintenance is excluded from the operating basis and does not consume the allowance. Overlapping intervals count once in total downtime. Individual causes can each show their full chargeable duration, so their sum can exceed overall downtime. Authorised users explicitly decide whether records concern the same fault; the system does not infer it from similar text.

In a simplified example, 600 minutes of statistical operating time and 30 chargeable minutes produce 95 percent uptime. Multiple-machine totals are time-weighted. A daylight-saving transition can make a day 23 or 25 real hours long. The airport time zone determines day boundaries.

Figure 4 | Reports and billing: actual auditor role view with synthetic data.

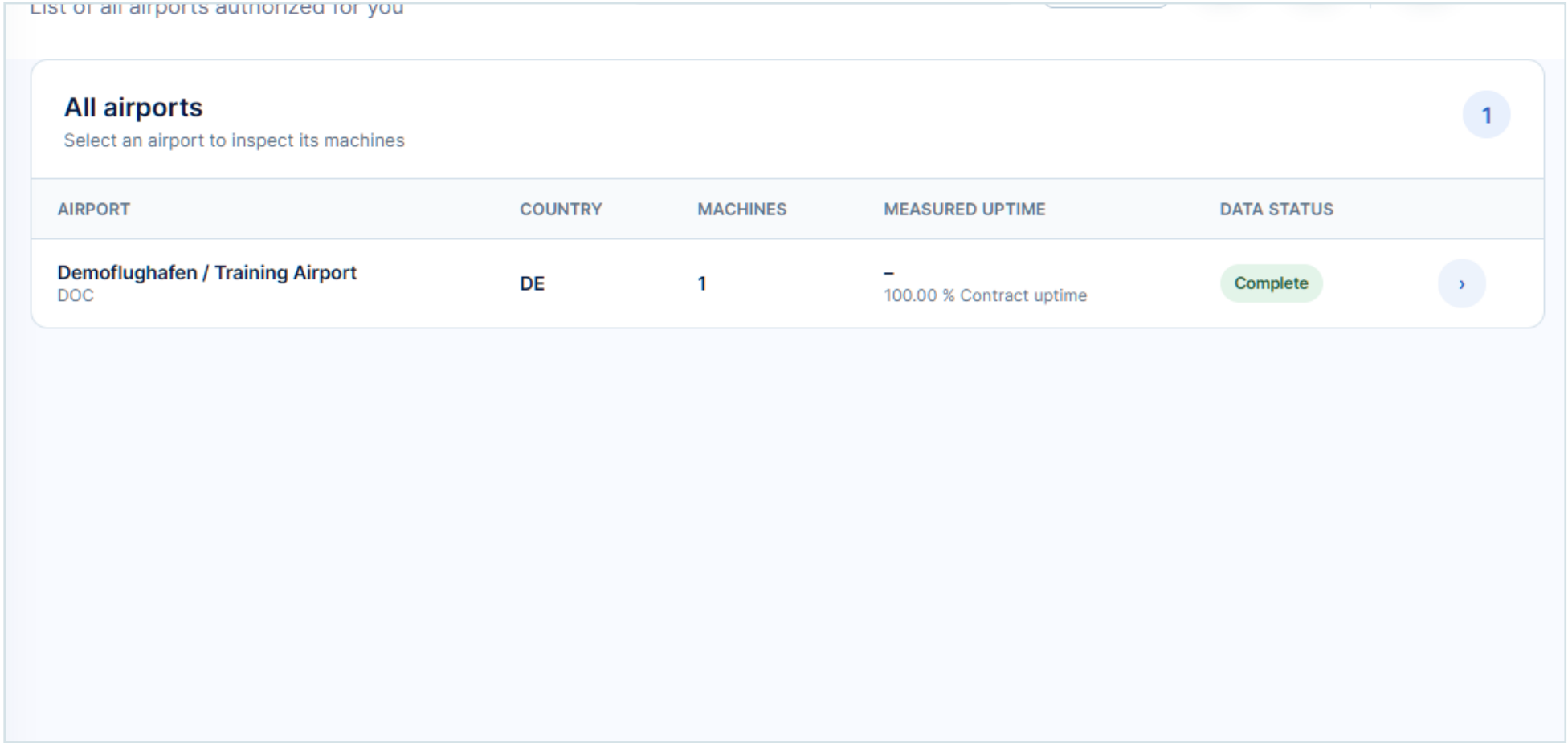


Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

05 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.

Figure 5 | Measured and rule-based display: actual auditor role view with synthetic data.



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

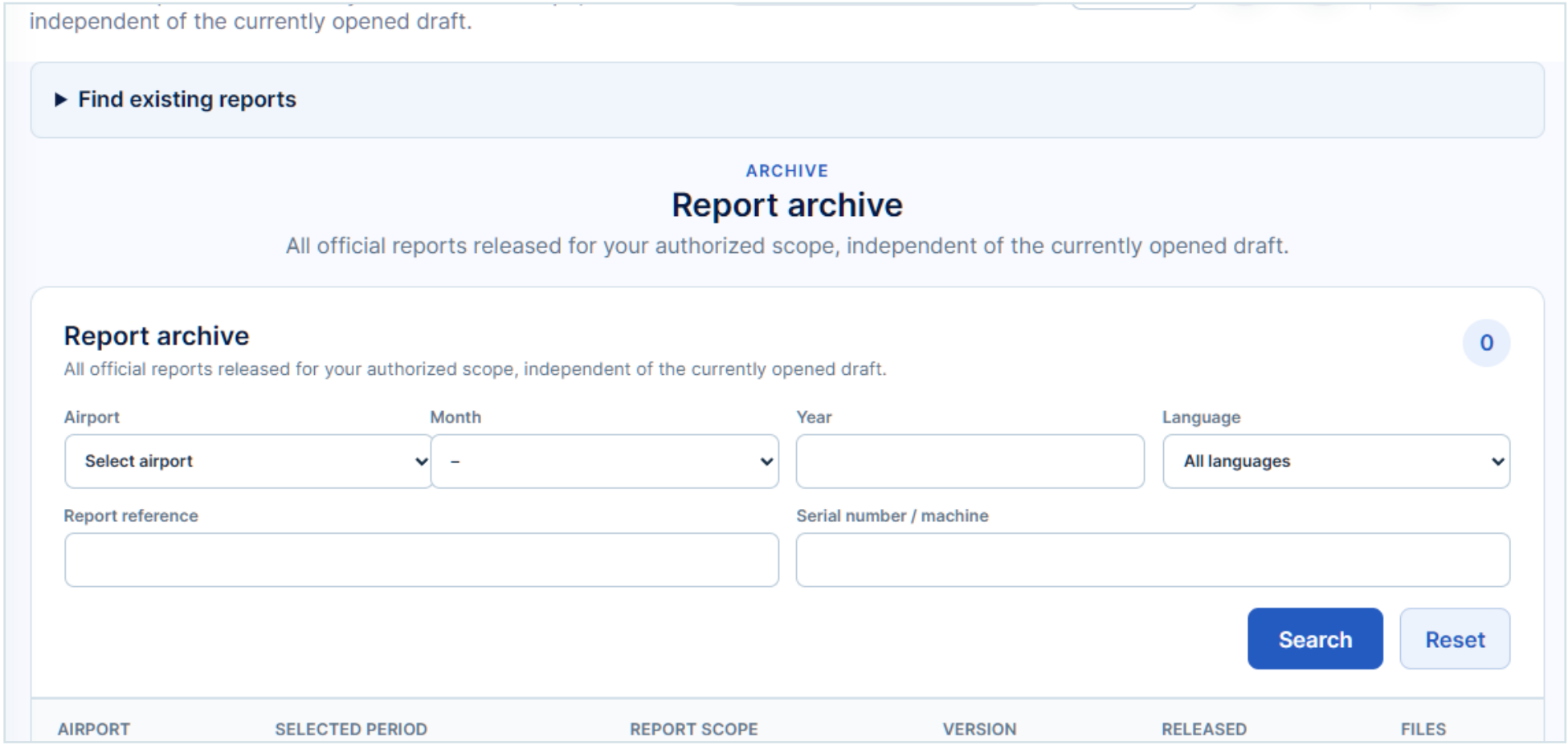
06 Read archives and compare evidence

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.

Figure 6 | Read archives and compare evidence: actual auditor role view with synthetic data.



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

07 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.

08 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.

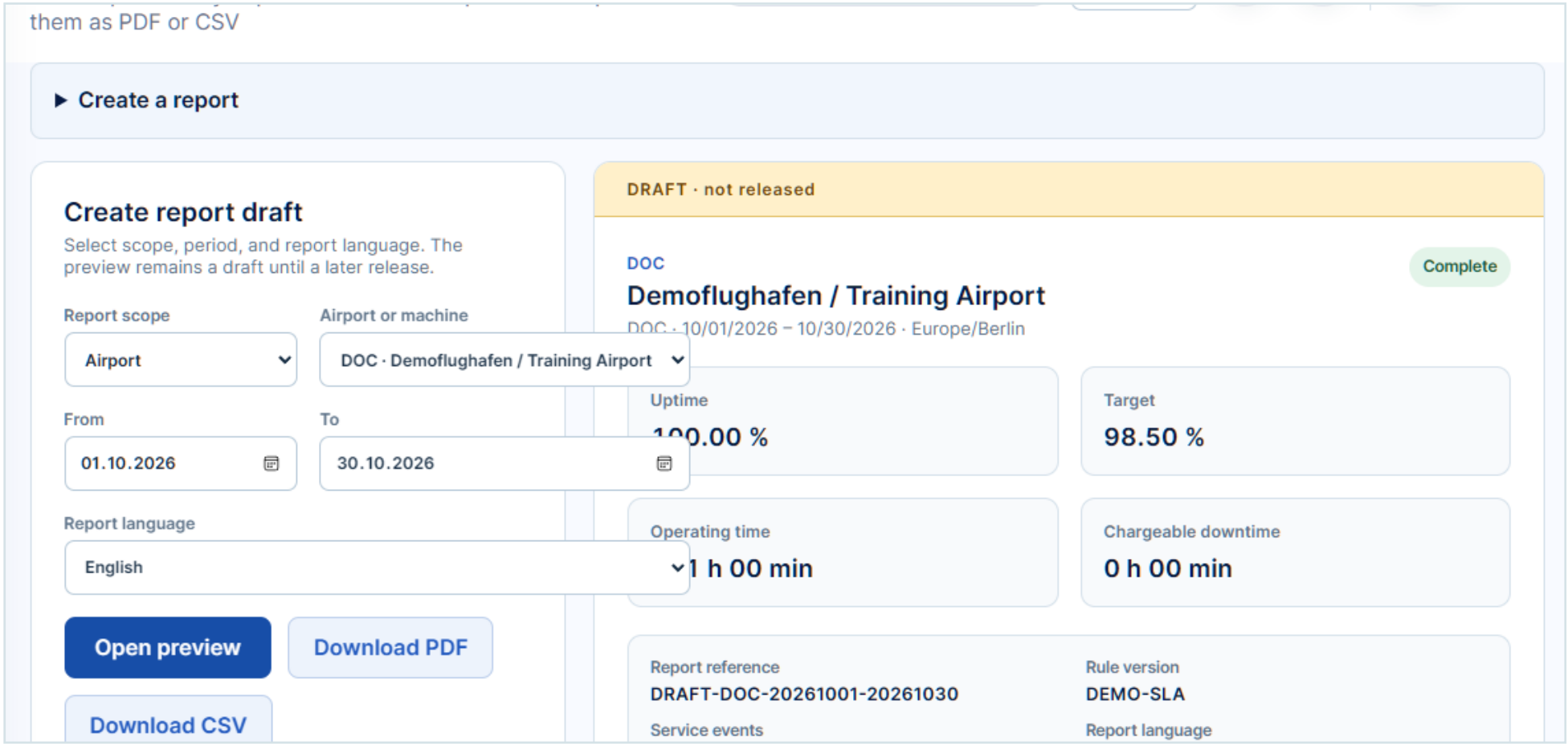
Worked weighted total

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

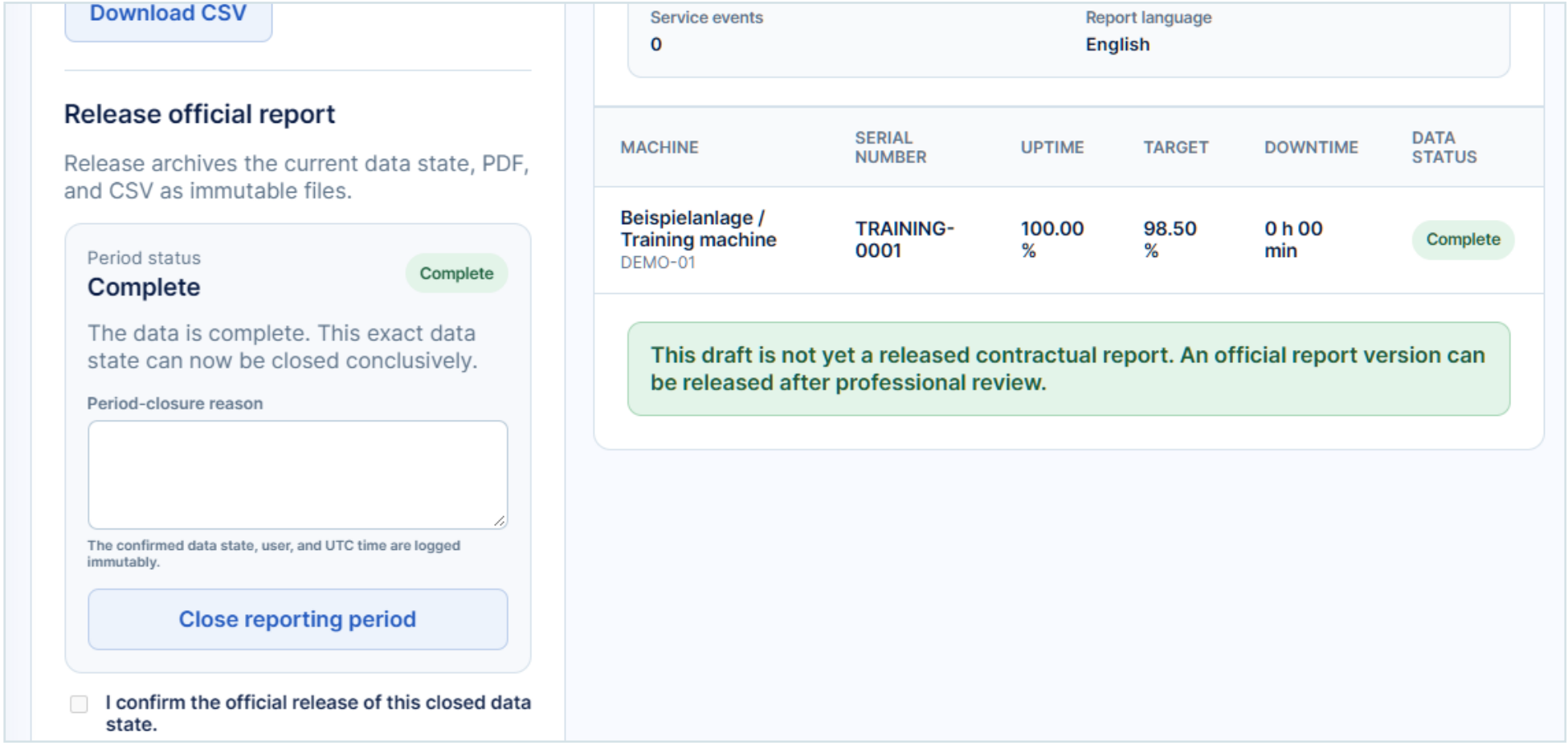
State which scope and period you checked, the report language, whether it is a draft or official version, and the unresolved issue if any. Do not send an isolated percentage without its context.

Figure 7.1 | Synthetic preview: check scope, period, basis and Complete status before release. This service-manager view illustrates controls; readers without release rights must not release.



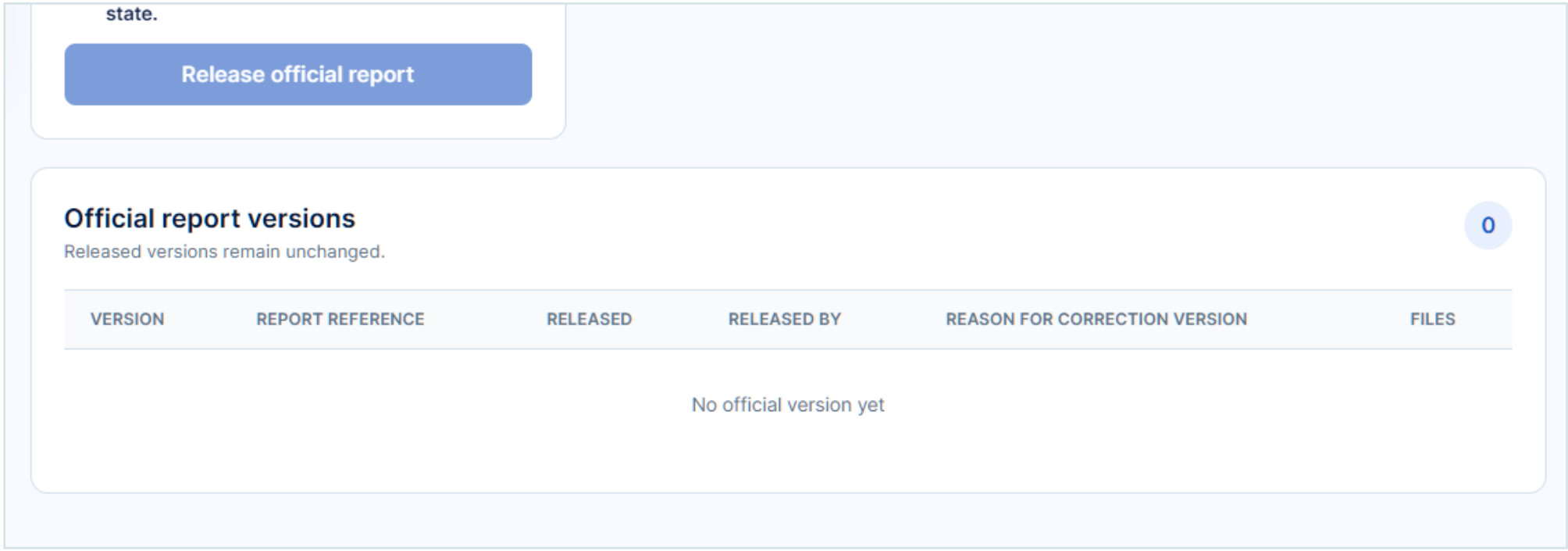
Synthetic training data only. Follow the procedure and permission boundaries in the corresponding chapter.

Figure 7.2 | 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 7.3 | 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.

09 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.

10 Ticket board: interpret before acting

1. Open Service manager - Tickets when that navigation item is available to your role.

2. Set the intended airport or machine scope. Choose a filter such as open, down, overdue, unassigned, technically resolved or review according to the question you are answering.

3. Open a relevant item and read the original fault, subsequent work and current operational state. Ticket workflow status and physical usability are related but distinct.

4. Read ownership, priority, planned review and any handover state. A read acknowledgement is not an accepted handover.

5. Check whether the last service intervention restored the machine or merely finished one visit. Technical resolution may still require closure review.

6. Compare the timeline with the actual service records. If a cause relationship or timestamp is wrong, route the underlying correction to the responsible service role.

7. Refresh after a completed action and verify the changed state. Do not infer success from a button click alone.

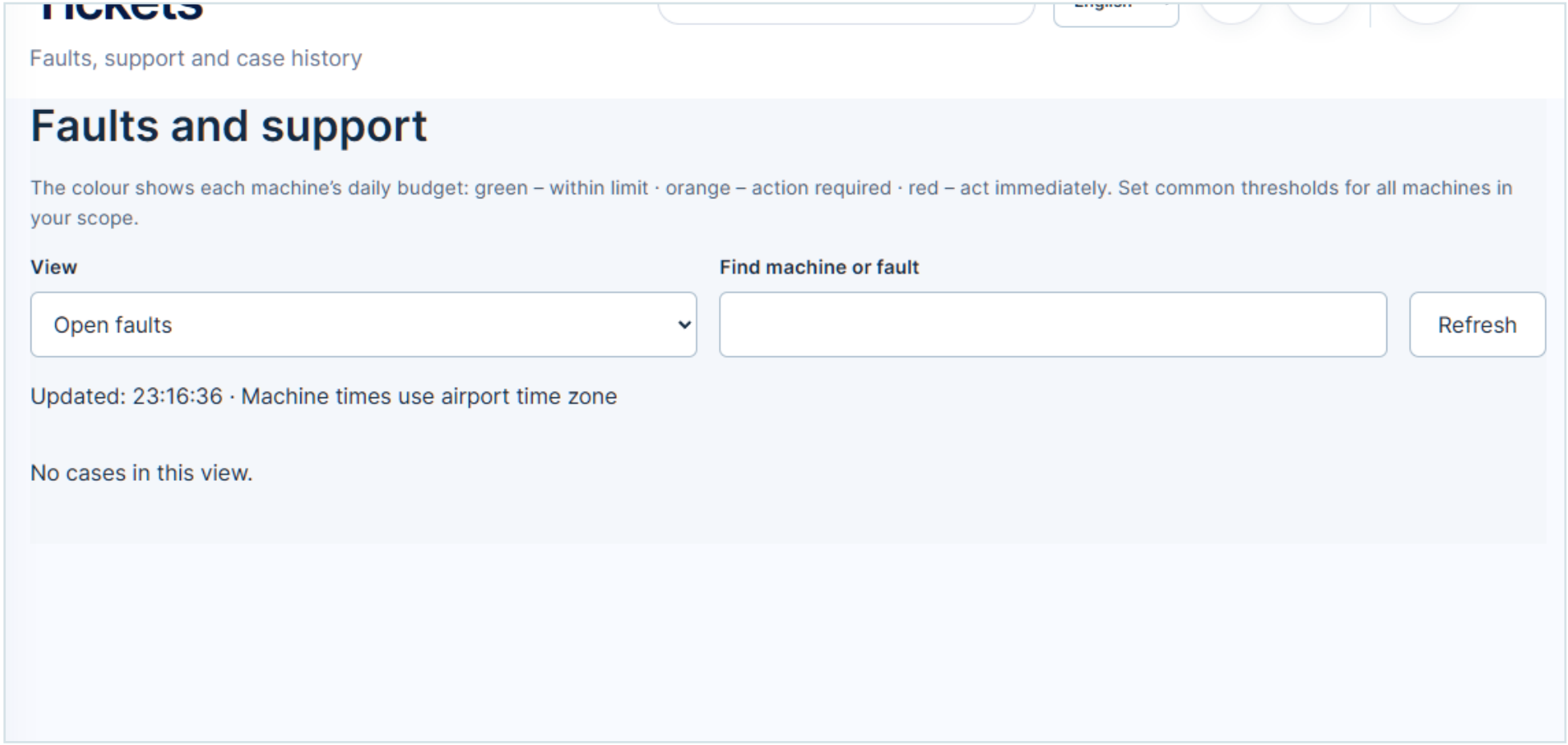
Permission boundary

The auditor uses this screen as evidence and must not change ownership, state or review. Headquarters may see the board without having administrator configuration rights. Use only controls permitted by your assigned role; visible data is not authority to change it.

Budget and notification interpretation

Service time-budget indicators and their warning colours are operational controls. Do not treat them as a replacement for contractual uptime deduction rules. Notification delivery depends on the installation's configured channels; the absence of an email does not prove there is no open fault. The illustrated training system has outbound mail disabled.

Figure 8 | Ticket board: interpret before acting: actual auditor role view with synthetic data.



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

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: Reproduce a reported scope

Open the archived issue and note reference, version, language, scope and period.

Expected result: You can distinguish stored historical output from a newly calculated draft.

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

Exercise 2: Trace a disputed interval

Read the underlying service evidence and current revision, then compare effective rules.

Expected result: Record the discrepancy and refer it; do not alter the source.

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

Exercise 3: Recalculate a sample

Use the 600-minute/30-minute example and the weighted-total example in this handbook.

Expected result: The independent arithmetic is explained and any difference in denominator is reconciled.

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.