ALARM IT FACTORY

ALARM CONTROL CENTER

COMPATIBILITY LIST

ACC V24.0

Imprint

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1 General information

1.1 Available versions

Only the latest version of the Alarm Control Center is available. The compatibilities indicated in this document are valid for the version

ACC V24.0

1.2 Virtual environments

The Alarm Control Center (ACC) can be run in virtual environments. Please note:

- **Connection of the terminal**
  For the serial connector of the terminal a TCP/serial converter und an USB/serial converter is available.
- **Installation of additional sending hardware**
  Plug-in cards of dialogic and plug-in cards of other manufacturers require a PCI or PCIe slot. In this case, please contact the ACC support for possible alternative solutions.

The system test of the ACC runs mainly on virtual machines (VMWare Workstation, VMWare ESX, HyperV). Many customers have been running the ACC on virtual machines for several years.

The support for ACC run in virtual environments does not differ from the support on “real” hardware.

There is no special ACC release for specific virtual machines. There have not been any installation problems on virtual machines in the past. There is also no special release for “real” hardware of different manufacturers (Siemens, Fujitsu, HP ...).

1.3 Compatibility with control systems

The test for compatibility is only performed with service packs. Updates are not explicitly tested and are only specified in case of restrictions.

2 Operation Systems, Database Systems and Web Browsers

The following tables contain the versions of Windows, the MS SQL database and web browsers with which the Alarm Control Center is compatible.

Windows	
Windows Server 2022 Standard	
Windows 11 Pro (64 Bit)	
Windows Server 2019	
Windows Server 2016	
Windows 10 Pro (64 Bit)	• Released for Windows 10 Pro and Windows 10 Enterprise from version 1607 on. • ACC from V5.3 requires .NET Framework 4.8, which Windows 10 versions prior to version 1607 do not support. • Information about an upgrade to a higher version: https://docs.microsoft.com/de-de/dotnet/framework/install/on-windows-10.
Windows Server 2012 R2 (64 Bit)	• Only compatible with **SQL Servers up to and including 2017** (not with SQL Server 2019/2022), see also: https://learn.microsoft.com/en-us/troubleshoot/sql/general/use-sql-server-in-windows

Database MS SQL Server	
SQL Server 2022	• Microsoft has introduced a start-up delay of two minutes with SQL Server 2022 (Standard and Express). The Alarm Control Center needs to wait for the database to become available, and there may be a longer waiting period the first time it is started. • The Alarm Control Center is delivered with SQL Server 2017 Express. • The compatibility to SQL servers has only to be considered, if the delivered SQL server is not installed, but an own SQL server is used.
SQL Server 2019	
SQL Server 2017	
SQL Server 2016 SP2	
SQL Server 2014 SP2	

Web browser	
Google Chrome	
Microsoft Edge	The Chromium based Microsoft Edge Browser is officially supported from Version 83.0.478.37 on.

3 WinCC, PCS7 and WinCC RT Professional

The following table indicates the versions of WinCC, PCS7 and WinCC RT Professional, to which the WinCC and PCS7 agents are compatible.

For WinCC and PCS7 Server/Client systems the agent must be installed on the individual WinCC/PCS7 Servers. There is no release for the installation of the agent on a client or multi-client, since this may cause malfunctions.

WinCC Version	
V8.0	
V7.5 without SP, with SP1, SP2	
V7.4 without SP, with SP1	
V7.3	At least WinCC V7.3 Update 6 is required, as this contains bug fixes in the WinCC ODK interface. (on the ACC USB flash drive in the folder ..\WinCC_PCS7\)
V7.2	At least WinCC V7.2 Update 7 is required, as this contains bug fixes in the WinCC ODK interface. (on the ACC USB flash drive in the folder ..\WinCC_PCS7\).

PCS7 Version	
V9.1 (without SP, with SP1, SP2)	
V9.0 (without SP, with SP1, SP2, SP3)	With PCS7 V9 SP1 it can happen, depending on the operating system, that the free text blocks can be added in the process object view, but then do not appear as a column in the messages. The remedy is the package IEA-PO V9.0 SP2, which Siemens AG offers here: https://support.industry.siemens.com/cs/document/109756832/simatic-pcs-7-v9-0-sp1-software-updates?dti=0&lc=de-DE Alternatively, you can find the package on the ACC flash drive in the folder ..\WinCC_PCS7\.
V8.2	To create free text blocks in the process object view from PCS7 SIMATIC PCS 7 AS/OS-Engineering V8.2 SP1 is necessary (on the ACC USB flash drive in the folder .\WinCC_PCS7\).
V8.1 (without SP, with SP1)	At least WinCC V7.3 **Update 6** is necessary (on the ACC USB flash drive in the folder ..\WinCC_PCS7\)

WinCC RT Professional	
V18	• Only bit messages are supported. Control messages (Program_Alarm) are currently not supported yet. • The usage of ACC Control is not possible.
V17	
V16	
V15.1	
V15	
V14 (without SP, with SP1)	
V13 (without SP, with SP1, SP2)	

4 Compatibility of ACC Agents with WinCC/PCS7/WinCC RT Professional

The ACC provides different agents for WinCC, PCS7 and WinCC RT Professional. Depending on what version of WinCC, PCS7 respectively WinCC RT Professional is in use, a special agent is necessary.

WinCC Version	ACC Agent
V8.0	WinCC Agent from V7.2
V7.5 (without SP, with SP1, SP2)	
V7.4 (without SP, with SP1)	
V7.3	
V7.2	

PCS7 Version	ACC Agent
V9.1 (without SP, with SP1, SP2)	PCS7 Agent from V8.0 SP2
V9.0 (without SP, with SP1, SP2, SP3)	
V8.2	
V8.1 (without SP, with SP1)	
V8.0 SP2	

WinCC RT Professional	ACC Agent
V18	WinCC Agent from V7.2
V17	
V16	
V15.1	
V15	
V14 (without SP, with SP1)	
V13 (with SP1, SP2)	
V13 (without SP)	

5 Compatible WinCC OA Versions

The following WinCC OA versions are supported by the WinCC OA Agent of the Alarm Control Center.

WinCC OA Version	
WinCC OA V3.18	• The option Custom Component or Custom Component REDU (for redundant WinCC OA servers) is required. • Server-side authentication of the ACC Manager is not supported
WinCC OA V3.17	• Server-side authentication of the ACC Manager is not supported
WinCC OA V3.16	

When using a distributed WinCC OA project you will need one ACC WinCC OA Agent per WinCC OA server. A standalone WinCC OA Agent connecting to the master server does not suffice.

6 Compatible WinCC Unified versions

The following versions are supported by the WinCC Unified Agent of the Alarm Control Center.

WinCC Unified
V18.0
V17.0
V16.0 Upd.2

7 Compatible Desigo CC versions

The following version is supported by the Desigo CC Agent of the Alarm Control Center.

Desigo CC	
V6	• Desigo CC supports a maximum of 100 parallel user sessions (one user = one session); redundant agents: 50 sessions per agent • One session is required for each configured alarm group in the Desigo CC agent. • Note when using web clients: The sessions used must be subtracted from the total number of available sessions. (Ex: 10 web client sessions + 90 Desigo CC agent sessions = 100).
V5.1	

8 Compatible PCS neo versions

The following versions are supported by the PCS neo Agent of the Alarm Control Center.

PCS neo
V4.0 Update 1

9 Compatible Hardware

The following table indicates the hardware, to which the Alarm Control Center is compatible.

Terminals	beroNet	Dialogic Diva Server	Yeastar TG200	Other
MC Technologies MC92-G	BF4002GSMBox (2GSM)	Diva Server 4BRI – 8 PCIe (306-341)	Yeastar TG200L 2x LTE/4G Ports IP Gateway	WuT USB-Server Megabit 2.0 USB <> Ethernet (53665)
MC Technologies PLS8-E	BF4002SO2FXS Box (1BRI/S0/2FXS/Analog)	Diva Server Analog – 2 PCI (306-302)	Yeastar TG200G 2x GSM Port IP Gateway	WuT TCP/serial Com-Server Highspeed Industry 58665
MC Technologies PHS8-P	BF4004FXOBox	Diva Server Analog – 2 PCIe (306-386)		WuT USB <> RS232 Interface Cable 2 38011
MC Technologies MC55i-W	BFSB1SO (1BRI/SO Small)	Diva Server BRI – 2 FX v2 (306-173)		
MC Technologies MC55i	BFSB4XO (4FXO/Analog)	Diva Server BRI – 2 PCIe (306-342)		
MC Technologies MC52i	Gateway BFSB2SO (2BRI/SO)	Diva Server PRI/E1/T1 – CTIv3 (306-211)		
		Diva Server UM 4BRI – 8 PCIe (306-380)		
		Diva Server UM BRI – 2 PCIe (306-382)		
		Diva Server V-PRI/E1 – 30 PCIe (306-315)		

10 Compatibility ACC Apps

The following table indicates the platforms, to which the ACC Apps are compatible.

Please note that using the Channel Smartphone as well as the ACC Android App and the ACC iPhone App requires connections to https://apiv2.alarmcontrolcenter.de and https://aif-api-v2-signalr.service.signalr.net .

App	Operating System Version		Supported Devices
	from	up to and including	
Android App	Android 8	Android 13	Smartphones, Tablets
iPhone App	iOS 14	iOS 17	Smartphones[1], Tablets
Android App (SMS/TCP)	Android 2.3	Android 10	Smartphones

[1] Push notifications can be forwarded from iPhones to Apple Watches and can be accepted or declined there.

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11 Technical Prerequisites

11.1 Software requirements for the Core System

- .NET 4.8 (is installed automatically)
- IIS Version 7
- Enable port 80 for access from a client to the web-based user interface

11.2 Technical restrictions for the Core System

With Windows Server Update Services (WSUS) installed, the ACC will not be operational as, in this case, the web-based user interface of the ACC cannot be loaded. WSUS has to be deactivated for proper operation of the ACC.

11.3 Hardware requirements for the Core System and the Remote Agents

	Processor	Main memory	Free space on hard disk
Minimum	Dual core with at least 2.6 GHz	4 GB	100 GB
Recommended	faster than dual core with 2.6 GHz	8 GB	100 GB and additional log partition with about 60 GB

The hardware requirements depend to the amount of sent messages and other running applications. In certain cases, the requirements may rise.

11.4 Performance characteristics of the ACC

The following values are guideline and empirical values. Requirements that are higher than the specified maximum values require project-specific approval.

Component	Maximum number	Explanation
Agents	20	A maximum of 20 agents can be connected to an ACC to receive messages from the connected systems.
	One message per second up to 6 hours	The ACC can receive and process a maximum of one message per second from the connected systems over a period of 6 hours.
Channels	10	A maximum of 10 channels can be connected to an ACC to send messages.
Agents and channels	50.000 messages in 24 hours	The ACC can receive a maximum of 50,000 messages from agents in 24 hours or send them via channels.

Compliance with these values is a prerequisite for fast message processing and delivery. The maximum message throughput may vary depending on the type of agents and channels used, the configuration of alerting, and the distribution of message volume.

Additional notes:

- Message floods, sequence messages and flutter messages can be suppressed using the alarm filter option.
- From approx. 150 subscribers or 6 agents, we recommend a redundant expansion of the ACC:

- Higher availability
- Higher reliability and thus avoidance of follow-up costs
- Higher throughput and load distribution
- Alarming also available during computer maintenance