

## **BE Conference 2005 – Issues to be raised**

**To:**

Bentley Plant

**Written by:**

Lars Bjørn Christensen, LaBC

**From:**

Bentley Plant SIG, Denmark

**Project:**

Issues regarding the use of  
Bentley Plant SW

**Meeting no:**

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These issues are raised by Bentley Plant SIG, Denmark:

### **Select Support**

- Very slow response from Select Support. Many Bentley users log problems at the end of the day in order to make Bentley US to react.
- The Quality of responses is often poor. Again Bentley US performs much better compared to Bentley NL.
- Many SR are transferred to development – nothing happens after that.
- Because the documentation does not exist one must survive by using the Bentley KnowledgeBase. But the KnowledgeBase is not very well updated and it does not contain larger descriptions. Only concrete and few line answers. A wildcard search on Vision results in 15 items. A wildcard search on AutoPlant P&ID results in 15 pages but only 9 items from this year, even though a new release 8.6 has been introduced. A wildcard search on AutoPlant Piping, results in 78 pages and many items for this year. A wildcard search on Bentley Explorer results in 6 pages and one item for this year.

To summarize one will not get a deeper insight by using the Bentley KnowledgeBase. One may believe that a max 800 character standard is a matter. For some product groups the interest for adding items to the Bentley KnowledgeBase is low.

- Very limited knowledge regarding database set-up.
- We have observed the existence of a number of programs, which are free of charge and may be used to fix or prevent a problem. However, we do not know about these programs before we have had a problem and are calling Bentley Support. Bentley Support is then telling us about the program.

## **Documentation**

- For the AutoPlant products there are considerable problems with the documentation. The included tutorials are very good for learning some functionality of the products and to get an overview. However when done, only a few percent of the products functionality is known at that point. For the remaining part one may learn it the hard way. Without the proper documentation this is hard.
- User Guides does not exist. Therefore, to go into a more detailed study of one or more functions is not possible for the users when needed.
- Reference Manuals does not exist. For the managers who are responsible for the projects, databases, setting files and the overall functionality of the applications in a production environment, there is no way to get detailed information. Setting files is not documented and in some cases one must figure out which one is a setting file.

Generally it is difficult to get a deeper insight in the databases, which are very important for the applications. Relations between database tables are not documented. Neither are the fields. Which tables and fields will be updated by which applications are not documented as well.

- As documentation, one will get the Online Help system which is not very useful. In my opinion the Online Help system is a tool for developers to communicate the existence of individual functions and for the more experienced user a way to get a hint about something one has forgotten. The Online Help system contains only text and snapshots of dialog boxes. Explanatory figures and in detail descriptions are not included in the Online Help system. Only a short description for the individual function, and therefore it cannot replace the User Guides and the Reference Manuals. Frankly speaking it is far away from achieving their replacements.

## **Software delivery**

- For some product one will be quite surprised after the purchase. A product like Vision is delivered with its own viewer, which cannot print monochrome but only print in greyscale and colour. It cannot use the right fonts, which leads to too big text and text outside the drawings cutting edge. Regional settings is not supported leading to, that a zoom scale of 0.5 (1/2) will be 5.0 in some European countries. To get Vision to work, one must purchase a number of VoloView from AutoDesk. It is hard to understand, why a CAD company like Bentley, cannot fix a problem as a usable internal viewer. Bentley Redline should be able to do that job.

## **Project Management Tools**

- There are very few tools to repair/backup/compress/manage the central database (Piping)
- DocMgr is heavily dependent on correct procedures and system stability. Problem is these areas make the database incorrect.
- Spec generator is VERY slow. Many users moves catalogs and spec to local C drive in order to improve speed.

## **AutoPLANT piping**

- Many of the new functions (change size/spec and assemblies) cannot be used in the pharmaceutical industry:
  - Lack of functionality with sloped pipes
  - Cut back components
- Need for 'locked' assemblies
- 'Multiple selection' cannot use 'and' statement for selecting more lines
- Performance is much slower running on a SQL Server (Save as).
- Poor user interface to tailor ISOGEN
- New module for multiports valves is needed
- To many different piping modules: High Purity, Tubing, Ductile Iron, Victaulic, Lined pipe, Plastic, Instrument +
- Status of Pipe support module.

## **Bentley Explorer**

- Explorer does not support central/distributed mode for present component data.

Lars Bjørn Christensen  
NNE A/S  
Gladsaxevej 372  
2860 Søborg  
+45 30752550  
[labc@nne.dk](mailto:labc@nne.dk)