ALARM IT FACTORY

ALARM CONTROL CENTER

ACC COMPATIBILITY LIST

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 V25.1

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 1709 on. • ACC from V5.3 requires .NET Framework 4.8, which Windows 10 versions prior to version 1709 do not support. • Information about an upgrade to a higher version: https://docs.microsoft.com/en-us/dotnet/framework/install/on-windows-10.

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	

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

3 SIMATIC WinCC, SIMATIC PCS 7 and SIMATIC 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.

The operating system and build versions compatible with the specified control system can be found in the compatibility tool from Siemens.

The **ACC Control Loader V25.1.3** supports all WinCC versions listed below. When using WinCC with Windows 10, the ACC Control Loader V25.1.3 only works on **Windows 10**, **version 1709 or higher** (if installed on the same system as WinCC; otherwise, the Loader must be running on another remote server on **Windows 10**, **version 1709 or higher** and be able to access the WinCC database via the network).

WinCC Version		ACC Agent
V8.1		WinCC Agent
V8.0	At least WinCC V8.0 **Update 5** is required, as this contains bug fixes in the WinCC ODK interface. (Download available at: https://support.industry.siemens.com/cs/document/109818723/updates-for-wincc-v8-0-and-wincc-v8-0-asia?dti=0&lc=en-GB)	
V7.5 without SP, with SP1, SP2		
V7.4 without SP, with SP1		

PCS 7 Version		ACC Agent
V10		PCS 7 Agent
V9.1 (without SP, with SP1, SP2)		
V9.0 (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\.	

WinCC RT Professional		ACC Agent
V20	• Only bit messages are supported. Control messages (Program_Alarm) are currently not supported yet. • The usage of ACC Control is not possible.	WinCC Agent
V19		
V18		
V17		
V16		
V15.1		
V15		
V14 (without SP, with SP1)		
V13 (without SP, with SP1, SP2)		

4 Compatible SIMATIC WinCC OA Versions

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

WinCC OA Version		ACC Agent
WinCC OA V3.20		WinCC OA Agent
WinCC OA V3.19		
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.

5 Compatible SIMATIC WinCC Unified PC RT versions

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

WinCC Unified	ACC Agent
V20.0	WinCC Unified Agent
V19.0	
V18.0	
V17.0	
V16.0 Upd.2	

6 Compatible Desigo CC versions

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

<table>
<tr><th>Desigo CC</th><th></th><th>ACC Agent</th></tr>
<tr><td>V8</td><td rowspan="3">Desigo CC supports a maximum of 40 parallel user sessions (one user = one session); redundant agents: 20 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 + 30 Desigo CC agent sessions = 40).</td><td rowspan="4">Desigo CC Agent</td></tr>
<tr><td>V7</td></tr>
<tr><td>V6</td></tr>
<tr><td>V5.1</td><td>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).</td></tr>
</table>

7 Compatible SIMATIC PCS neo versions

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

PCS neo	ACC Agent
V6 SP1	PCS neo Agent
V5.0	
V4.1	
V4.0 Update 1	

8 Compatible Hardware

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

Intended use: **Sending SMS**	Intended use: **Voice output**		Intended use: **Converter**
Terminals	beroNet	Yeastar TG200	Other
MC Technologies MC92 Terminal Global USB	beroNet BNSBC-M-2LTE VoIP Gateway	Yeastar TG200L 2x LTE/4G Ports IP Gateway	WuT TCP/serial Com Server Highspeed Industry 58665
MC Technologies MC92 Terminal Global RS232		Yeastar S20 PBX	WuT USB <> RS232 Interface Cable 2 38011
MC Technologies PLS8-E			
MC Technologies PHS8-P			
MC Technologies MC55i-W			
MC Technologies MC55i			
MC Technologies MC52i			

9 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 11	Android 15	Smartphones, Tablets
iPhone App	iOS 15	iOS 18.3	Smartphones[1], Tablets

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

10 Technical Prerequisites

10.1 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

10.2 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.

10.3 Hardware requirements for the Core System and the Remote Agents

	Processor	Main memory	Free space on hard disk
Minimum	4 cores with 2.2 GHz	8 GB	100 GB
Recommended	4 or more cores with 2.2 GHz	16 GB	100 GB and additional log partition with about 100 GB

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

10.4 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.
Channels	10	A maximum of 10 channels can be connected to an ACC to send messages.
Agents and channels	▪ **Limit 1:** 75,000 incoming messages in sum from the system to the agents within 24 hours ▪ **Limit 2:** 75,000 outgoing messages to subscribers within 24 hours ▪ **Limit 3:** On average 2 messages per second within 60 minutes	The ACC can receive a maximum of 75,000 messages in 24 hours or an average of 2 messages per second within 60 minutes from agents or send them via channels. **Note:** All three limits must be met for the ACC to be operated without problems.

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