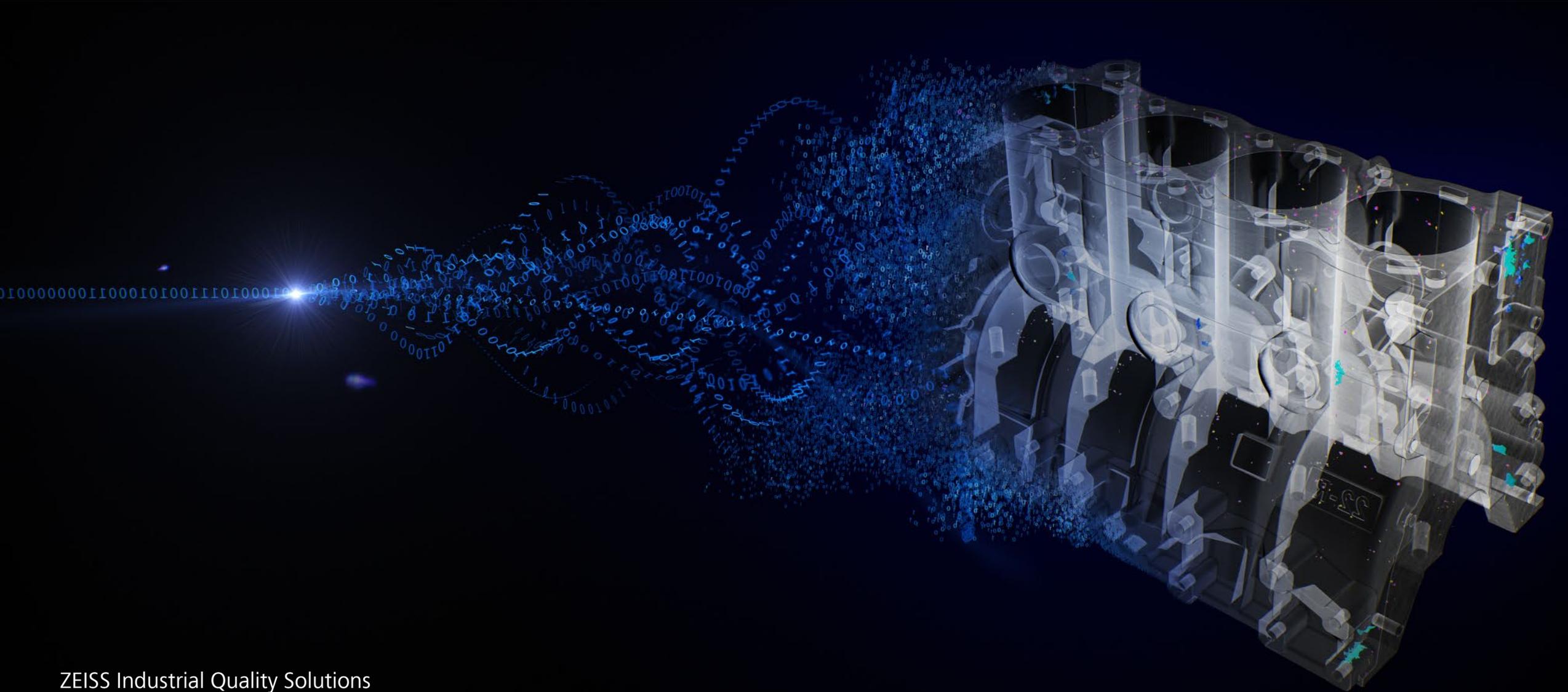


# ZEISS PiWeb cloud

## FAQ



# FAQ

## Product Information



### **Question: What is PiWeb cloud?**

Answer: PiWeb cloud is a new cloud-based solution for quality data management. Due to various innovations it is the right solution for the digital age. PiWeb cloud characterizes as follows: First, the server / database system is hosted in the Microsoft Azure cloud. Second, PiWeb cloud is purchased within a fully customizable one year subscription. Customers can select the amount of licenses for the PiWeb modules (planner, designer, monitor) and choose between three different cloud database packages (10 GB / 30 GB / 100 GB). All of this is supplemented by a web-based application – the PiWeb cloud Portal – which enables the purchase and management of a PiWeb cloud subscription with just a few clicks online.

### **Question: What are the benefits/advantages of PiWeb cloud?**

Answer: With the database being hosted in the cloud, PiWeb cloud eliminates large acquisition and maintenance costs for a local server / database system. Furthermore, with its subscription-based pricing model PiWeb cloud can be adapted/scaled to customer needs – even during the subscription term. PiWeb cloud therefore offers significant advantages for smaller/medium-sized companies that are either looking for a powerful reporting solution but also do not want to implement & maintain an inhouse PiWeb server + SQL database or that already use PiWeb sbs and want to cost-effectively expand their storage capacity. Medium-sized and larger companies can also benefit from the PiWeb cloud solution: Due to the location-independent accessibility of the cloud, PiWeb cloud can be used to share measurement data with or amongst customers and suppliers.

### **Question: What is the difference between PiWeb cloud and PiWeb sbs / PiWeb enterprise?**

Answer: PiWeb cloud is different from PiWeb sbs/enterprise in multiple ways: First, the server/database system is located in the cloud instead of on premise. Second, the server/database system & licenses for the PiWeb modules are purchased within an annual subscription instead of as a full-license capital investment. Third, PiWeb cloud is a self-serviced system by two means: Via the PiWeb cloud Portal, customers can configure & manage their PiWeb cloud solution themselves. Also, maintenance of the cloud server/database is provided as-a-Service from ZEISS and its partner Microsoft Azure instead of via customer inhouse resources and release updates. Fourth, PiWeb cloud supports concurrent use of PiWeb modules instead of PC/dongle/floating. There are no differences between the variants with regard to features and functionalities for quality data management & visualization itself.

# FAQ

## Product Information



### **Question: How do I get PiWeb cloud?**

Answer: The general access point to PiWeb cloud is the PiWeb cloud Portal. It is a browser-based online application that enables customers to configure, purchase, and manage PiWeb cloud subscriptions. The PiWeb cloud portal can be accessed via <https://piwebcloud.metrology.zeiss.com/> or via the PiWeb cloud tile in the ZEISS Portal (<https://portal.zeiss.com>). It requires a ZEISS ID account to register for PiWeb cloud and login to the PiWeb cloud Portal. ZEISS ID therefore serves as a door to the PiWeb cloud environment.

### **Question: What does it cost to purchase PiWeb cloud?**

Answer: A PiWeb cloud subscription is a contract with a one year term. The subscription fee is based on the selected database package (10GB / 30GB / 100GB) as well as the type and number of PiWeb modules (PiWeb planner, designer, monitor). The subscription fee is billed annually upfront. Fees for elements that are subsequently added to an existing subscription are calculated based on the remaining subscription term. Elements removed from a subscription are available until the end of the subscription term. There is also an option to test a free version of PiWeb cloud for 90 days. The free version includes a 10GB database and one license for each PiWeb module (PiWeb planner, designer, monitor).

### **Question: What are the technical requirements for using PiWeb cloud?**

Answer: PiWeb cloud has the following system requirements:

For the connection of measuring equipment the system requirements are:

- ZEISS measuring equipment: ZEISS metrology software CALYPSO 2020, PiWeb reporting / reporting plus (7.4.2.0 or newer), CALIGO 4.0
- Non-ZEISS measuring equipment: PiWeb Auto Importer (7.4.5.0. or newer)
- All data sources (operator PCs) that shall be connected to PiWeb cloud require network compatibility and a stable Internet connection

The PiWeb modules (PiWeb planner, designer, monitor) require an Intel PC with at least:

- 8 GB main memory
- 2 GHz dual core CPU
- 10 GB free hard disk space
- DirectX 10 compatible graphics card supporting Shader Model 3 and Rendering Level 2
- Windows 8.1 (x64), Windows 10 1607 (x64) or later, Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, or Windows Server 2019
- Microsoft .NET Framework 4.8
- Internet Explorer 11

### **Question: How do I know what PiWeb cloud configuration (number of licenses, storage capacity) I need?**

Answer: The required database package depends on the amount / period / format of the data to be uploaded & stored in the cloud (e.g. images, CAD files, etc.). The required number of module licenses depends on the number of open applications. In general, it requires one license per open application. Since all users may need to open a module at the same time, it is recommended to align the number of licenses for each module with the total number of subscription users. However, with PiWeb cloud there is the flexibility to adjust the size of the available cloud storage capacity as well as the number of module licenses at any time by adding further databases and licenses to a subscription.

### **Question: How can I upload quality data from a single seat solution to PiWeb cloud?**

Answer: This depends on the measuring equipment being used to generate quality data:

- |                                   |  |
|-----------------------------------|--|
| A: ZEISS measuring equipment:     | Data upload via standard interface in ZEISS metrology software CALYPSO 2020 & CALIGO 4.0 |
| B: Non-ZEISS measuring equipment: | Data upload via PiWeb Auto Importer (7.4.5.0. or newer)                                  |

### **Question: How many users can I give access to my PiWeb cloud?**

Answer: PiWeb cloud does not limit the number of users who can be given access to a cloud subscription and the corresponding database(s) and PiWeb module licenses. The access permission can be managed via the PiWeb cloud Portal. If the number of users exceeds the number of available PiWeb module licenses, additional licenses can be purchased via the PiWeb cloud Portal.

### **Question: How can I ensure that subscription users cannot (unintentionally) make changes to my subscription, i.e. change names, remove users, purchase additional elements?**

Answer: In PiWeb cloud there are three functional roles that can be assigned to subscription users:

- (1) *Owner*: access database(s) & licenses, purchase / remove elements, invite / remove users, determine roles & permissions, terminate subscription
- (2) *Admin*: access database(s) & licenses, purchase / remove elements, invite / remove users, determine roles & permissions
- (3) *User*: access database(s) & licenses

Owners and admins of the PiWeb cloud subscription are automatically assigned admin of the PiWeb cloud server.

Further user roles and permissions are defined through the module PiWeb planner.

### **Question: Can I (flexibly) scale the storage capacity of a PiWeb cloud database?**

Answer: PiWeb cloud databases cannot scale dynamically and are fixed/restricted to three sizes (10 GB / 30 GB / 100 GB). The technical feasibility of a dynamic scaling functionality is currently being evaluated and work in progress. However, customer can always add one or more databases to the subscription and thereby subsequently adapt the overall storage capacity in the cloud. Note that each cloud database is an independent instance and that it therefore is not possible to conduct quality analyses across multiple cloud databases.

**Question: Can I use my PiWeb sbs / PiWeb enterprise modules to connect with PiWeb cloud?**

Answer: Yes. Customers with an existing PiWeb sbs or enterprise solution can connect and access both their local server and a server hosted in PiWeb cloud. To connect with PiWeb cloud it requires PiWeb 7.4.5.0 or newer.

**Question: Can I connect my PiWeb cloud modules with an on premise server?**

Answer: No. Modules purchased within a PiWeb cloud subscription cannot connect to an on premise server. Connectivity of PiWeb cloud subscription modules is only given in combination with a PiWeb cloud server.

**Question: Can I transfer data from the cloud to an on premise server?**

Answer: This requires an enterprise server since synchronization jobs are used. Synchronization of PiWeb cloud with an sbs server is not possible.

**Question: Is it possible to transmit additional data from the environment of the measuring system (hall temperature or humidity, barcode data from the scanner, workpiece data, operator ID, etc.)?**

Answer: With PiWeb there are two options to transmit and store additional data – either with a supported file format via Auto Importer or directly via the PiWeb API. Note that PiWeb cloud currently does not support the PiWeb API. For existing customers to check formats please contact [piweb-support.metrology.de@zeiss.com](mailto:piweb-support.metrology.de@zeiss.com). For new customers to check formats please contact the corresponding sales representative.

**Question: Do the PiWeb modules and the cloud server communicate at all times? Or do they input/output data only when each of them cues?**

Answer: PiWeb modules and the server communicate only once active requests / actions such as data transfer have been triggered.

**Question: How does the concurrent use model for the PiWeb modules work? What are the limitations?**

Answer: PiWeb cloud supports concurrent use. Concurrent use authorizes the simultaneous usage of PiWeb modules on a predefined number of invited users, i.e. the PiWeb modules are licensed for a certain number of simultaneous accesses. As a result, e.g. 10 PiWeb monitor licenses allow you to let 10 subscription users access the PiWeb monitor module simultaneously. If the number of access requests exceeds the number of available module licenses within the respective subscription, no other license is available and additional users cannot use the respective module. Licenses can be added to a subscription at any time via the PiWeb cloud Portal.

**Question: Can I trace the access history by each module license?**

Answer: PiWeb cloud does not track and display the utilization and / or access history of the module licenses.

**Question: How to maintain PiWeb cloud?**

Answer: On the server/database side, maintenance / upgrades are provided / conducted as-a-Service by ZEISS and our partner Microsoft Azure. No additional action is required from the customer. Regarding the subscription modules, PiWeb cloud customers can always download the newest version of the PiWeb modules from the Software Center in the ZEISS Portal once released.

**Question: Do I need an SMA/SLA for PiWeb cloud?**

Answer: No. All annual fees of a PiWeb cloud subscription contain maintenance and support services for the PiWeb modules. There is no need for an additional software maintenance agreement (SMA) or service level agreement (SLA).

**Question: Can I export my data from the PiWeb cloud if I want to cancel my subscription?**

Answer: Yes. Data from the PiWeb cloud can be exported as a .qdb file using the PiWeb planner. It can then manually be transferred to another repository such as an on premise database.

# FAQ

## Implementation & Usage

---



**Question: Does PiWeb cloud support the PiWeb API?**

Answer: PiWeb cloud does currently not support the PiWeb API. Activities to make this possible in the future have been initiated and are work in progress.

**Question: Does PiWeb cloud support PiWeb notifications?**

Answer: Since the required server jobs for notifications in the cloud have to be implemented differently than on premise, PiWeb cloud does currently not support PiWeb notifications.

# FAQ

## Subscription Management



### **Question: How do I add/invite users to my subscription?**

Answer: To make PiWeb cloud database(s) and PiWeb module license(s) accessible to others, an authorization from an owner/admin of the respective PiWeb cloud subscription is required. To grant access, an owner/admin has to login to the PiWeb cloud Portal, select the relevant subscription from the *My Subscriptions* area and navigate to the *Users* section. He can then send an automated invitation Email by entering the Email of the invitee. Once the invitee has clicked the link in the invitation Email, he becomes a subscription user and is authorized to access the subscription database and use the PiWeb module licenses.

### **Question: Can I assign subscription users with different roles? What are their authorizations and abilities?**

Answer: Yes, an owner/admin of a PiWeb cloud subscription can determine different roles and permissions:

1. *User*: access to database(s) and PiWeb cloud module licenses
2. *Administrator*: same as user + ability to make changes to contract elements + invite / remove users
3. *Owner*: same as administrator + ability to transfer/cancel the subscription

Owners and admins of the PiWeb cloud subscription are automatically assigned as admin of the PiWeb cloud server.

### **Question: Can I add or remove users without changing the subscription?**

Answer: Yes, new users can be invited and existing users can be removed from a subscription without having to change the subscription. Access authorization to a PiWeb cloud subscription can be configured/determined via the *Users* section in the PiWeb cloud Portal.

### **Question: Can I access my data in the cloud even if I am late in my dues?**

Answer: Since the subscription fee for a PiWeb cloud subscription is billed annually upfront, there are no monthly dues and no risk for customers to exceed payment dates during the term. Furthermore, a PiWeb cloud subscription is automatically renewed after the one-year-term if not cancelled within a 30 day termination period prior to the expiration date. In case of a subscription cancellation or missing out on the annual subscription fee, access to the cloud database and module licenses will be denied. Furthermore, after subscription cancellation all data will be deleted and customers are responsible for data backup in time.

# FAQ

## Data Security



**Question: Where is the data in the cloud being stored?**

Answer: Databases/servers of PiWeb cloud are exclusively hosted in a data center in Amsterdam (Netherlands) operated by Microsoft Azure.

**Question: How is it ensured that data storage in the PiWeb cloud is secure?**

Answer: The Microsoft Azure Server is an industry standard that uses encrypted databases and secure connections to store customer data.

**Question: How is it ensured that PiWeb cloud customers cannot access and view data of others?**

Answer: Customers ultimately determine and control the usage and access rights to their subscription via the PiWeb cloud Portal and/or the PiWeb Planner module. Thus, the customers themselves decide who gets access to their data and to what extent. From a technical point of view, the PiWeb cloud software ensures that customers only see their own data.

**Question: How secure is my data in the PiWeb cloud in case of a network failure?**

Answer: Measurement data is stored locally (on the CMM) until it is fully synchronized to the PiWeb cloud. Hence, in the event of a network/internet failure during the upload, data remains locally stored until a connection to the cloud has been re-established and the data transfer has been completed.

**Question: Is it possible to encrypt the data of a PiWeb cloud database?**

Answer: All data is encrypted with TDE (transparent data encryption) as standard.

**Question: Is an encrypted data transmission possible?**

Answer: All data traffic to the PiWeb cloud is encrypted via TLS-1.2.

# FAQ

## Data Security

---



**Question: Which ports and protocols are used for data transfer?**

Answer: All data between the data source and PiWeb cloud is transferred via HTTPS on port 443.

**Question: Is there a warranty against data failure?**

Answer: The customer is responsible for data backup. There is no legal warranty claim.

**Question: Is there a risk that personal data will be processed in a way which is not compatible with the purpose of the processing?**

Answer: Customer data will not be used for marketing campaigns. Contact data will solely be used for processing orders / customer support / and identifying customers in a master DB.

**Question: Whom to contact if there are questions or technical problems? How to get help with PiWeb cloud?**

Answer: There are multiple options for product support depending on the issue at hand:

A: General support for configuration, setup, or training:

Contact your local Carl Zeiss Industrial Metrology Headquarter Service Department via Email or phone. See relevant contact information at:  
<https://www.zeiss.com/metrology/contact-form.html>

B: Problems during the usage of PiWeb cloud:

Contact [piweb-support.metrology.de@zeiss.com](mailto:piweb-support.metrology.de@zeiss.com) for further support and troubleshooting. You can also contact your local sales representative.

