

# Verasys® Enterprise Configuration and User Guide

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Data Enabled Business

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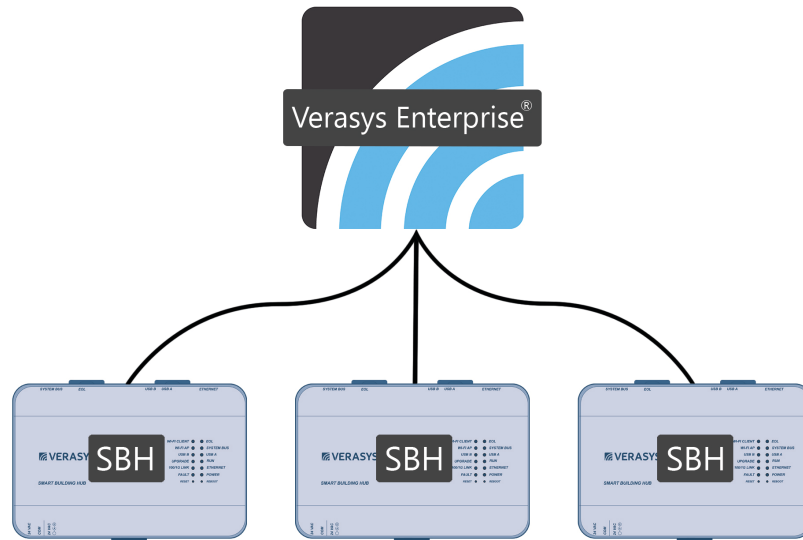
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# Verasys Enterprise overview

Verasys® Enterprise is a cloud-based application that provides mechanical contractors and facility managers who serve National Account Retailers with enterprise control and monitoring of heating, ventilation, air conditioning, lighting, refrigeration, and energy systems. Verasys Enterprise leverages data from equipment in the Verasys ecosystem.

Verasys Enterprise automatically inherits your Verasys infrastructure from Smart Building Hubs. You can use Verasys Enterprise to monitor and control multiple Smart Building Hubs across your portfolio.



**1: Verasys Enterprise system diagram**

For example, you have one Smart Building Hub on each floor of your building. You can monitor and control each Smart Building Hub simultaneously with Verasys Enterprise. Or you have one Smart Building Hub in each retail branch of your company, spanning six countries. You can monitor and control each Smart Building Hub simultaneously with Verasys Enterprise.

Verasys Enterprise enables you to:

- Improve building environments for optimal customer and employee comfort and safety
- Reduce energy consumption
- Improve food safety
- Maximize life of operating equipment
- Reduce maintenance and repair expenses
- Reduce inventory losses

Verasys Enterprise is optimized for commercial and retail buildings and leverages the Smart Building Hub to provide the following functionality:

- Enterprise summary reports of building, zone, and equipment operations, statuses, and alarms
- Reports of critical operating parameters
- Remote control of set points and scheduling
- Equipment fault detection and diagnostics (FDD)

- Trending of energy consumption
- Secure cloud-based application that serves real-time and historical data
- Reports of asset location and condition
- Automatic demand response and real-time price control

## Getting started with Verasys Enterprise

Log in to `Enterprise.VerasysControls.com` with the credentials that your Johnson Controls administrator sends to you by email. Before you can begin using Verasys Enterprise, you must first complete configuration.

The Verasys Enterprise **Customer Setup** user interface contains a series of configuration sections at the top of the page. Complete the configuration in the following logical order:

1. Configure Verasys sites
2. Add Smart Building Hub (SBH) devices to Verasys Enterprise
3. Assign SBH devices to sites
4. Configure user roles and permissions
5. Create users
6. Assign users to sites

For more information, see [Customer Setup](#) on page 5.

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## Customer Setup

Use the **Customer Setup** page to configure your sites, devices, users, and permissions.

To use Verasys Enterprise, view data on the dashboards, and control your Verasys system, you must first complete Verasys Enterprise configuration. To navigate to the **Customer Setup** configuration page, complete the following steps:

1. Log in to `Enterprise.VerasysControls.com` with the username and password that you receive from the Verasys Enterprise team.
2. Click the grid icon in the upper right of the page.
3. Select **Setup**.

The **Customer Setup** page loads. Next, configure your site in the **Site** tab.

### Configuring your site

Use the **Site** section of the **Customer Setup** page to create, update, or delete sites.

Sites in Verasys Enterprise represent a geographical location that has a Smart Building Hub (SBH). To configure a site, complete the following steps:

1. On the **Customer Setup** page, navigate to the **Site** section.
2. In the **Site Name, Address, Country, State, Zipcode, and City** fields, enter the details of your site.  
*Note:* Verasys Enterprise displays sites in the dashboard navigation hierarchy according to the location that you enter here.
3. Optional. For more specific site configuration, you can enter details in the **Site ID** field. For example, if you have multiple sites at the same address, at the same location, you can distinguish between them with the **Site ID** field.
4. In the fields in the **Primary Customer Contact** and **Secondary Customer Contact** sections, you can enter contact details for individuals responsible for the site. You must enter a name for the primary customer contact.
5. Click **Add** to create your site.

Next, you can assign devices to sites or create and configure users, user roles, and user rights.

### Adding devices to Verasys Enterprise

Add Smart Building Hub (SBH) devices to Verasys Enterprise to collect data from all of the devices controlled by the Smart Building Hubs, and to enable command and control of the devices with Verasys Enterprise.

To add a device to Verasys Enterprise, complete the following steps:

1. On the **Customer Setup** page, navigate to the **SBH** section.
2. In the **SBH ID** field, enter the ID of the SBH that you want to add to Verasys Enterprise. You can find the SBH ID in the *Smart Building Hub Quick Start Guide (Part No. 24-10737-00199)* that you receive with the SBH.
3. Click **Validate SBH** to add the device to Verasys Enterprise.

Next, you can assign the new device to a site in Verasys Enterprise.

## Assigning devices to sites

Assign your Smart Building Hubs (SBH) to your site to view data rollup from the devices and enable command and control in the relevant site on the Verasys Enterprise dashboard.

To assign a Smart Building Hub to a site, complete the following steps:

1. On the **Customer Setup** page, navigate to the **SBH Association** section.
2. In the **Customer** pane, select the site that you want to associate with a device.
3. From the **Select SBH** drop down list, select the SBH that you want to assign to the site.  
*Note:* You can assign only one SBH to a site. If you have more than one SBH, you must create multiple sites.
4. Click **Save**.

Next, you can configure users, assign roles and rights, and assign users to specific sites.

## Configuring roles and rights

Create roles and configure permissions for roles to customize user access to Verasys Enterprise.

For example, you can create an administrator role and a user role. You can configure the administrator role with read and write privileges, and the user role with only read privileges. To create a role, complete the following steps:

1. On the **Customer Setup** page, navigate to the **Users** section.
2. In the **Role** tab, in the **Role** field, enter a name for the role that you want to create and click **Add** to create the new role. You can also enter a description in the **Description** field.

The new role appears in the table of roles at the bottom of the page. To assign permissions to roles, complete the following steps:

1. On the **Customer Setup** page, navigate to the **Users** section.
2. In the **Access Rights** tab, select a role from the **Select Role** drop down list.
3. With the **View** and **Edit** checkboxes in the table at the bottom of the screen, enable or disable access to specific portions of the Verasys Enterprise system.
4. Click **Save** to save the permissions.

## Creating users

Create users to enable and control access to the Verasys Enterprise system.

To create a user, complete the following steps:

1. On the **Customer Setup** page, navigate to the **Users** section.
2. In the **User** tab, enter the details of the user that you want to create.
3. Click **Add** to create the user.

Next, you can configure site access for the user.

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## Mapping users to sites

Use the **User-Site Mapping** tab of the **Users** section to control user access to sites in Verasys Enterprise.

To assign users to sites, complete the following steps:

1. On the **Customer Setup** page, navigate to the **Users** section.
2. In the **User-Site Mapping** tab, select the user that you want to map to a site from the **Select User** drop down list.
3. In the **Please Map Sites to User** pane on the right of the screen, select the sites that you want to enable the user to access.
4. Click **Save**.

Verasys Enterprise saves the new configuration. Users can view site information on the Verasys Enterprise dashboard according to the configuration in the **User-Site Mapping** tab.

# Verasys Enterprise dashboard

When you log in to Verasys Enterprise, the **Enterprise Summary** page is the landing page.

Before you can use Verasys Enterprise, view data on the dashboards, and control your Verasys system, you must first complete Verasys Enterprise configuration. For more information, see [Customer Setup](#) on page 5.

The **Enterprise Summary** page contains navigation on the left and several widgets in the main content pane:

## Map

The **Map** widget displays all of the sites in your portfolio. Click a location on the map to navigate directly to the site summary page for that location.

## Alarms

The **Alarms** widget displays alarm information for sites and systems. Click **Site** to view alarms for sites, and click **Systems** to view alarms for systems. Click an alarm on the chart to view details of specific alarms for that site or system.

## HVAC

The **HVAC** widget displays information about the heating, ventilation, and air conditioning systems across your sites. Click **Status** to view operational statuses of the systems, and click **Occupancy** to view details of occupancy. Click the chart to view specific status and occupancy details for each site and each system.

## Lighting

The **Lighting** widget displays the operational status of the lighting zones in your Verasys Enterprise system. Click the chart to view specific details about lighting operation for each site and each zone.

## Energy

The **Energy** widget displays energy consumption in kilowatt hours for your system. Click the chart to view specific details about energy consumption for each site.

Use the **Map** widget or the navigation on the left of the page to navigate to a specific site.

## Working with the Site Summary page

The **Site Summary** page contains information about the performance of a specific site. You can also control HVAC setpoints, view trend, report, and alarm details, customize schedules, and schedule events for a site.

To navigate to the **Site Summary** page, complete the following steps:

1. Log in to `Enterprise.VerasysControls.com` with your username and password.
2. Click a location on the **Map** widget, or use the left-hand navigation to navigate to a specific site.

Use the tabs at the top of the screen to view information specific to HVAC, lighting, remote inputs and outputs, and energy.

The **Site Summary** page contains two widgets at the bottom of the screen:

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## Alarm Summary

You can view details of any alarms present in the system with the **Alarm Summary** widget. Click an alarm to view specific information about the cause and resolution for the alarm.

## Schedule Summary

You can view schedules and create event entries with the **Schedule Summary** widget. Click a schedule to view specific information about the schedule, to customize the schedule, and to create event entries for the schedule. For more information, see [Working with schedules](#) on page 9.

## Working with the SBH Status page

You can use the **SBH Status** button in the upper right of the screen to view details about the operational status of the Smart Building Hubs associated with Verasys Enterprise, and to troubleshoot any Smart Building Hub connection errors.

There are three possible operational states:

### Green

A green status indicates a live connection to the SBH.

### Yellow

A yellow status indicates that there is an intermittent connection to the SBH.

### Red

A red status indicates that there is an error in connecting to the SBH.

If your SBH displays a yellow or red status, complete the following steps to troubleshoot the connection error:

1. Check to make sure that your Ethernet cable is connected to the SBH.
2. Navigate to your SBH user interface, click **Settings**, select **Ethernet**, and select **On** from the **Ethernet** drop down list.
3. Navigate to your SBH user interface, click **Settings**, select **Ethernet**, and configure any proxy that you require.
4. Navigate to your SBH user interface, click **Settings**, select **Verasys Enterprise**, and select **Yes** from the **Enable Verasys Enterprise Services** drop down list.  
If **Enable Verasys Enterprise Services** is enabled, check the **Enterprise Connection Status**. If there is a warning, click **More Info: Diagnostics** and ensure that all statuses are green. If any statuses are red, click **Download** to download the diagnostics, and contact support.

## Working with schedules

Use the **Schedule Summary** widget on the **Site Summary** page to view specific information about schedules, to customize schedules, and to create event entries for schedules.

To customize schedules, complete the following steps:

1. Click a location on the **Map** widget on the **Enterprise Summary** page, or use the left-hand navigation to navigate to a site.
2. Click a schedule in the **Schedule Summary** widget on the **Site Summary** page.
3. Expand the **Weekly Schedule** or the **Exception Schedule** accordion and click the edit icon in the **Action** column to edit the details of the schedule for each day of the week.

4. Click **Save** to save the new schedule details.

To schedule an event, complete the following steps:

1. Click a location on the **Map** widget on the **Enterprise Summary** page, or use the left-hand navigation to navigate to a site.
2. Click a schedule in the **Schedule Summary** widget on the **Site Summary** page.
3. Click **Add Event** on the right side of the **Weekly Schedule** accordion to create a repeating weekly event. Click **Add Event** on the right side of the **Exception Schedule** accordion to create a single event.
4. Enter the date, time, and value for the new event.
5. Optional. Click **Add new Event** to create multiple events for the date that you select.
6. Click **Save** to create the event in the schedule.

## Working with the HVAC tab

The **HVAC** tab on the **Site Summary** page contains details about all of the heating, ventilation, and air conditioning controllers associated with the Smart Building Hub that you assign to the site.

You can find information about the status of each HVAC controller in the table at the top of the screen. Click the name of a controller and expand the accordions to view specific information about the controller, to issue new setpoints, and to view HVAC performance charts.

### Issuing setpoint commands

You can issue setpoint commands to equipment associated with the Smart Building Hubs that you assign to Verasys Enterprise.

To issue a setpoint command, complete the following steps:

1. Log in to `Enterprise.VerasysControls.com` with your username and password.
2. Click a location on the **Map** widget, or use the left-hand navigation to navigate to a site.
3. Click the **HVAC** tab and select the controller that you want to command.
4. Expand the **SETPOINTS** accordion.
5. Select the setpoint that you want to command:
  - Occupied Cooling Setpoint
  - Occupied Heating Setpoint
  - Unoccupied Cooling Setpoint
  - Unoccupied Heating Setpoint
6. Enter the new temperature in the **deg F** field and click **Command** to issue the new setpoint command.

## Working with the lighting tab

The **Lighting** tab on the **Site Summary** page contains information about lighting controllers associated with the Smart Building Hub that you assign to the site.

You can find information about the status of each lighting controller in the table at the top of the screen. Click the **+** icon next to a controller name to view specific details of each zone associated with the lighting

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controller. Click the name of a controller and expand the accordions to view more detailed information about the controller, about the zones in the controller, and about the light levels.

## Working with the remote input/output tab

The **Remote Inputs / Outputs** tab on the **Site Summary** page contains details about the analog and binary inputs associated with the Smart Building Hub that you assign to the site.

You can find information about the status of each input output module (IOM) controller in the table at the top of the screen. Click the **+** icon next to a controller name to view specific details of each input and output associated with the controller. Click the name of a controller and expand the accordions to view more detailed information about the inputs and outputs.

## Working with the energy tab

The **Energy** tab on the **Site Summary** page contains details about the energy usage of the controllers associated with the Smart Building Hub (SBH) that you assign to the site.

You can find information about the energy consumption and demand of each controller in the table at the top of the screen. Click the **+** icon next to a controller name to view data specific to that controller. Click the name of a controller and expand the accordions to view more detailed information.

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