SIEMENS

Insights Hub

Insights Hub Asset Health and Maintenance

System Manual

05/2025

Legal information

Warning notice system

This manual contains notices you have to observe in order to ensure your personal safety, as well as to prevent damage to property. The notices referring to your personal safety are highlighted in the manual by a safety alert symbol, notices referring only to property damage have no safety alert symbol. These notices shown below are graded according to the degree of danger.

⚠ DANGER

indicates that death or severe personal injury **will** result if proper precautions are not taken.

⚠ WARNING

indicates that death or severe personal injury **may** result if proper precautions are not taken.

⚠ CAUTION

indicates that minor personal injury can result if proper precautions are not taken.

NOTICE

indicates that property damage can result if proper precautions are not taken.

If more than one degree of danger is present, the warning notice representing the highest degree of danger will be used. A notice warning of injury to persons with a safety alert symbol may also include a warning relating to property damage.

Qualified Personnel

The product/system described in this documentation may be operated only by **personnel qualified** for the specific task in accordance with the relevant documentation, in particular its warning notices and safety instructions. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when working with these products/systems.

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We have reviewed the contents of this publication to ensure consistency with the hardware and software described. Since variance cannot be precluded entirely, we cannot guarantee full consistency. However, the information in this publication is reviewed regularly and any necessary corrections are included in subsequent editions.

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1 Overview

Insights Hub Asset Health & Maintenance

Overview of a Connected Maintenance Framework

Insights Hub Asset Health & Maintenance is the core application of a connected maintenance framework. It enables an effective workflow for reactive, preventive, and predictive maintenance.

- Input from apps such as Senseye, Insights Hub Monitor, Insights Hub Edge Analytics, Sidrive IQ, Sitrans SCM IQ can be used.
- Currently Supported: SAP, IBM Maximo and other Systems who support REST API http request. For more information, refer to Managing CMMS Integration.
  To know more about the currently supported systems, contact us.

Benefits of Implementing the Connected Maintenance Framework

Implementing the connected maintenance framework helps the user in the following improvements:

- Reactive tasks can be performed more effectively when data and analytical skills can be used to analyze evidential data and determine root causes.
- Preventive maintenance becomes more cost-effective because actual equipment usage and condition data can be used to fine-tune the maintenance plan.
- Condition-based maintenance is enabled by using insights about asset health to trigger maintenance requests.

Functions and Capabilities of Insights Hub Asset Health & Maintenance:

Insights Hub Asset Health & Maintenance offers wide range of capabilities for:

- Merging and analyzing insights from diverse systems and asset types:
  - Monitoring and representation of the asset's health and maintenance needs.
  - Display the events that triggered the maintenance requests.
  - Display the evidence as time series data that triggered the maintenance requests.

    - Display the evidence as frequency spectra that triggered the maintenance requests.

- Streamlining the maintenance process and information flow.
- Feeding relevant insights to maintenance management systems:
    - Maintenance requests are prepared automatically and can be smoothly sent to Maintenance Management Systems.

Roles

Insights Hub Asset Health and Maintenance has tailored views and capabilities depending on the role of the user and has the following roles. Documentation is also tailored according to these roles, please refer to the respective documentation using the links given below:

• Team Lead – this role is used by the lead of maintenance team
• Team Member - this role is used by the member of maintenance team
• Site Owner – This role is for the main person for receiving maintenance support
• Administrator – This role is for the IT expert responsible for the configuration of the app.

Team Member and Team Lead 2

2.1 Introduction

Introduction

Insights Hub Asset Health & Maintenance allows you to monitor, analyze, detect, and remotely service industrial assets such as production machines, rotating equipment, or other devices connected to Insights Hub. It combines various tools and capabilities in a single workbench. This enables service engineers to work effectively and efficiently to anticipate machine issues, identify root causes for these emerging issues and solve them remotely in many cases to have higher availability of the machines and reduce the machine downtime using predictive maintenance.
Insights Hub Asset Health & Maintenance offers the following features:

- Condition Monitoring of an asset
- Extended case management system to track the issues detected.

For information on data privacy polices, contact the environment owner.

Condition Monitoring

Condition monitoring involves early detection of the issues, alerting the issues, preprocess the data, perform root cause analysis and develop the required solution.
This solution allows the service engineers to define rules for the notifications about the overshooting or undershooting of a defined threshold value (for example, measured vibration signal exceeding critical limits). This allows the services engineers to process the high or low-frequency data, correlate them, perform root cause analysis. Based on the analysis data, the services engineers can define and implement the solution strategies even before the machine fails and disrupts the operations. Insights Hub Asset Health & Maintenance accesses the analytical toolbox of Insights Hub Edge Analytics, an edge application to collect and preprocess high and low-frequency data, correlate them, and perform out-of-the-box analysis.
Insights Hub Asset Health & Maintenance offers the tools for the following:

- Signal analysis in the time domain:
    - RMS Acceleration
    - Peak-Peak Acceleration

    - Zero-Peak Acceleration
    - RMS Velocity
    - Peak-Peak Velocity
    - Zero-Peak Velocity
- Signal analysis in the frequency domain:
    - Spectrum Acceleration
    - Spectrum AccelerationEnvelope
    - Spectrum Velocity
- Calculate mathematical statistics:
    - Average
    - Minimum
    - Maximum
    - Peak-Peak
    - Dynamic.

Apart from these signals, data from any of the sensors attached to the asset will be analyzed. The Frequency spectrum files are developed using "Insights Hub Edge Analytics". For more information, refer to "Insights Hub Edge Analytics".

Case management system

Insights Hub Asset Health & Maintenance also provides an extended case management system to enable the efficient working process of the service engineer. It allows the engineers to get an overview of all the cases assigned to them, that requires to be investigated and solved as per the priority. The application also allows the lead engineers to administer Teams, Customers, and Employees.

2.2 User Interface and User Rights

User Interface "Home"

The "Home" screen provides a quick overview of all the cases created in the Insights Hub.

Dashboard Charts

The Dashboard gives a quick overview of all the cases assigned to you, your team and all the teams.

User Rights

Insights Hub Asset Health & Maintenance adopts user rights from "Settings".
The user rights depend on the following user roles:

- Team Lead
- Team Member
- Admin
- Site Owner

The following table gives an overview of the permissions for different user roles:

Right	Role: Team Lead	Role: Team Member	Role: Admin	Role: Site Owner
Add rules	✓	✓		
Edit rules	✓	✓		
Delete rules	✓	✓		
Add Cases	✓	✓		
Edit Cases	✓	✓	✓	
Delete Cases			✓	
Add Comments in Cases	✓	✓		
Edit own Comments in Cases	✓	✓		
Edit Comments of Team Member's in Cases	✓			
Delete own Comments in Cases	✓	✓		
Delete Comments of Team Member's	✓			
in Cases				
Delete Comments in Cases			✓	
Add Teams	✓		✓	

Right	Role: Team Lead	Role: Team Member	Role: Admin	Role: Site Owner
Edit Teams	✓		✓	
Delete Cases	✓			
Add Employees	✓		✓	
Edit Employees	✓		✓	
Delete Employees			✓	
Add Sites	✓		✓	
Edit Sites	✓		✓	
Delete Sites	✓			
Delete Sites			✓	
Analyze asset data	✓	✓		
General Settings				

2.3 Case management system

Introduction

Case management system is a transparent life cycle management of all the cases recorded for the assets. Case Management system enables an efficient working process for the service engineer and helps them to analyze, investigate and solve the cases assigned to them as per the priority.

In the "Cases" tab, you can view all cases from various sources in either a list view or a Kanban view. Additionally, you can use the filtering functionality to easily find the cases from the list of available cases.

Cases are used to log and the track the incidents and issues related to asset. All the activities worked on the case are recorded. Also, it allows the service engineers to record their updates of the cases through comments section to maintain the transparency.

After completion of every stage, it is required to manually update the status of the cases. To manually update the case status, open the case and select the appropriate status from the "Status" dropdown.

Types of Cases

Based on the source of creation, the cases are classified into the following types:

- **Incident**: Created automatically by the Rules, or manually.
- **Planned**: A planned activity created manually by the service engineers.

Severity of the Cases

The cases can be filtered based on the following severity:

- Low
- Medium
- High
- Emergency

Life cycle of the Cases

At any time, a case can be in any of the following states:

- Open
- In progress
- On hold
- Done
- Cancelled
- Archived

Contact Customer

To analyze and resolve the cases, interaction with the customers is one of the primary requirements. The case allows the engineers to interact with the customers through "Contact customer" option. By clicking "Contact customer", the engineer can chat with the customer.

User Interface of a Case

Cases are used to log and the track the incidents and issues related to asset. All the activities worked on the case are recorded. Also, it allows the service engineers to record their updates of the cases through comments section to maintain the transparency.
After completion of every stage, it is required to manually update the status of the cases. To manually update the case status, open the case and select the appropriate status from the "Status" dropdown.

Contact Customer

To analyze and resolve the cases, interaction with the customers is one of the primary requirements. The case allows the engineers to interact with the customers through "Contact customer" option. By clicking "Contact customer", the engineer can chat with the customer.

Creating a new Case

Cases are created to log the incidents or the issues of an asset resulting in the possible failure of an asset, while analyzing the conspicuous measuring points in the graph. These cases are used to support and assist the service engineers to get an overview of all the incidents or issues recorded against an asset.
The following types of cases can be created:

- Automatic Cases
- Manual Cases
- Customer Cases
- Scheduled Cases

Creating a manual case

To create a case, proceed with the following steps:

1. In the "Cases" tab, click "Create".

2. Enter the required details.

Field	Description
Title	Title of the case.
Asset name	Name of the asset. Click the "Choose" button to select the asset from the tree in an appearing dialog. **Note:** Tick the check box if the asset does not belong to Cloud. Asset name is selected automatically from the asset tree.
Description	Description of the incident.
Priority	Priority of the case.
Assignee	Receiver of the case.
Issue Labels	Common issues found in the asset are added as Labels.
Scheduled date	The date when the case becomes active. **Note:** Tick the check box, if you want this case to be scheduled for future.
Due date	The date the case is due.

!!! note - Labels are used to categorize the cases, the most commonly found issues in the assets are created as Labels. These labels can be added while creating the cases, which helps the service engineers in analyzing the cases.
- Only the users with the admin role can create the labels.

3. Click "Create case".

Creating an Automatic Case

You can create automatic cases using a rule. For more information, refer to Rules extension.

If there are multiple events created for an asset, these events are aggregated to a single unresolved case of an asset.

Scheduled Cases

Scheduled Cases are the cases created for future maintenance of the assets.

Archived Cases

Once the cases are resolved, they can be set to archived state.
The following screen displays the list view of the archived cases:

2.4 Assets

Overview

An asset is a digital representation of a machine or an automation system with one or multiple automation units (for example PLC) connected to Industrial IoT. The data collection and data provisioning is based on assets (Virtual). This can be anything like a pump, motor, PLC, an entire tool machine, a production line, a robot, a crane, a car, a windmill and so on. The data of an asset is collected and sent to Insights Hub to make this data available for further processing and analytics.
You can create assets in "Asset Manager". You can find additional information on creating and configuring your assets in the "Asset Manager" documentation.

Asset Manager configures the data structure and the data connection of the assets. The asset data is structured in what are referred to as "aspects". Aspects can contain several variables of different data types. Aspects are combined, pre-configured data and form the context for the evaluation of industrial processes. Within the industry process, assets transfer the aspects as time-series data.
Insights Hub Asset Health & Maintenance uses assets, aspects, and variables as data model for its functions.

User Interface "Assets"

To access the assets, click the "Assets" tab from the navigation tab and select the asset of your choice.
It is also possible to access the assets from the "Cases" tab. To access the asset, click "View asset details" in the selected case.

Overview

The "Overview" extension enables you to fetch the current and historical health and service information about an asset is displayed using common graphs and service KPIs to help service teams analyze the asset.
The following extensions are supported:

- Events & Cases
- Time series data
- Rules
- Frequency spectra
- Files

Events & Cases

The "Events & Cases" extension enables you to fetch events and data variables information for your assets. This extension lists all the events created automatically while monitoring time series data of your asset via the rules engine. This extension also displays the static aspect details of an asset.

Events

Events are the incidents created to trigger the variation in the asset data. These events are automatically created while monitoring your time series data via the rules engine.
The event provides the following properties:

Property	Description

Property	Description
Severity	Describes the severity of the event. The following severities are available: - Error - Warning - Information
Timestamp	The timestamp where this event occurred.
Description	A description of what happened at this event.
Source	The source of the event, like "Rules" or another application or device.
Acknowledged	A Boolean value which indicates the state of this event, if a user has already acknowledged this event, or if this is a new event. - New events have acknowledged state "false" - Acknowledged events have state "true"

The severity is an integer value with the following meaning:

Description	Number
Error	20
Warning	30
Information	40

It is also possible to visualize the asset data of the recorded event. To view the asset data of the selected event for the specific time period, select the event from the list and click "Show event in graph". In the "Time series data" extension, select the graph of your choice to visualize the signal. For more information, refer to "Time series data" chapter.

Timepicker

The graph shows the set time period in the Time selection panel.
Time selection panel offers you to select the required time range in the following ways:

- Absolute: Allows you to select the time range between the "From" date to "To" date.
- Quick Range: Allows you to select the predefined quick time range.
- Time Zone: Allows you select the time zone.

Time series data

"Time series data" extension allows you to visualize the signal data based on time in order to analyze the possible cause impacting the machine downtime. The "Time series data" extension supports the datatypes which have been defined for this asset type for the visualization of the variables of each aspects. The data of the signals are displayed in the chart view as line diagrams.

① Timepicker: Selection and specification of the time zone and the time period of the visualization

② Visualizes the multiple signals in single graph

③ Visualizes the individual signal in multiple graphs

This extension supports the visualization of the signal data of the assets for the configured variables in the following ways:

- Single graph with multiple signals
- Multiple graphs with a single signal and events

Visualizing multiple signals in a single graph

Time series data extension allows you to visualize the signal data of all the variables configured for the asset in a single graph to compare the variations at once.
To visualize the data, proceed as follows:

1. In the "Time series data" extension, click "Single Graph with multiple signals".
2. Select the variables to be visualized.
3. Select the required time period from the timestamp.
The graph for the selected signals is displayed.

Visualizing Individual signal and events in multiple graphs

"Time series data" extension also allows you to visualize the signal data or events of the individual variables separately.
To visualize the data, proceed as follows:

1. In the "Time series data" extension, click "Multiple graphs with a single signal and events".
2. Select the variable to be visualized under the aspect of your choice.
3. Select the required time period from the timestamp.
The graph of the selected variable is displayed.

Timepicker

The graph shows the set time period in the Time selection panel.

Time selection panel offers you to select the required time range in the following ways:

- Absolute: Allows you to select the time range between the "From" date to "To" date.
- Quick Range: Allows you to select the predefined quick time range.
- Time Zone: Allows you select the time zone.

Rules

A rule automatically triggers events or cases to notify about the possible failure of an asset. It detects the overshooting or undershooting of a defined threshold value and creates an event and case. You can define the exact threshold value in the rule configuration. The rule automatically logs each deviation with an event.
Rules are created in the "Rules" extension.

Parameters of the "Rules" extension

The "Rules" user interface contains the following parameters:

Parameter	Description
Name	Name of the rule.
Description	Shows the description of the rule.
Additional actions	Shows the actions that are to follow the violation of the rule.
Active	- A check shows an active rule - A cross shows a deactivated rule.

Creating a Rule

For an instance of an asset, you can create a rule.
To create a rule, open "Assets" and select "Rules" plugin. Click the "Create" button. The rule query enables you to create a new rule and enter the individual parameters.

Parameter overview of rule query

The following table describes the parameters for defining rules:

Parameter	Value	Meaning
Variable	Defined variable within an aspect.	Defines the variable within an aspect for which the rule is created.

Parameter	Value	Meaning
Condition	- greater than > Input of digits. - less than > The digit range depends on the selected tag - greater than or equal to - less than or equal to - equal to - not equal to - on change - in range - out of range	Defines the trigger of the rule based on the limit violation of the threshold value. The debounce time sets the period for the tolerance of a short-term threshold overrun or undershoot in which no event is sent.
Severity	- Error - Warning - Information	Corresponds to the severity of the events. For more information on the severity of events, see section Events.
Description	Text input A maximum of 200 characters may be used.	Allows you to enter a description.
Limit events in time	Limiting of the number of events over time.	Limits the number of events for a particular time period.
Additional actions	Add action: - Set asset state - Send an email	Describes the action that is to follow the violation of the rule. You can select the asset state that is set when the rule is violated. Asset navigation takes on the asset state color of the rule violation that has the highest severity level. Following a rule violation, an email is automatically sent to the specified email address.
Rule name	Text input. A maximum of 256 characters may be used.	Name of the rule.

After entering all the required parameters, click "Save".

Frequency spectra

"Frequency Spectra" extension allows you to visualize the signal data based on frequency in order to analyze the possible cause impacting the machine downtime. The "Frequency Spectra" extension supports the datatypes which have been defined for this asset type for the visualization of the frequency signals.

The analysis package "Frequency Spectra" extension analyzes the frequency signals by calculating selected spectral quantities (Fast Fourier Transformation) such as frequency-based acceleration, acceleration envelope and velocity spectra. These quantities can be used to evaluate the spectral composition of the given input signal considering a fixed frequency range (speed independent) and allows an early detection of mechanical fault of rotating equipment. The service engineers can compare this frequency graph with the reference graphs to predict the possible fault resulting in the possible machine downtime.

Frequency Markers

While visualizing the frequency data, if you identify any critical frequency, add a marker for future reference. This frequency markers allows the user to compare the current spectrum with pre-configured critical frequencies and their harmonics. This comparison further helps the engineers in performing the basic analysis.

Visualizing Frequency Signal data

To visualize the frequency data, proceed as follows:

1. In the "Frequency spectra" extension, select the required date and time range.

2. Click "Apply".

3. Select the spectrum from the "Files" list.
The graph of the selected frequency is displayed.

4. Compare the frequency data with the available reference graphs and the frequency markers to detect the possible faults in the asset.

Timepicker

The graph shows the set time period in the Time selection panel.
Time selection panel offers you to select the required time range in the following ways:

- Absolute: Allows you to select the time range between the "From" date to "To" date.
- Quick Range: Allows you to select the predefined quick time range.
- Time Zone: Allows you select the time zone.

Files

The "Files" extension provides you with a secure way to upload, save or open files for the devices. It offers you the following functions:

- Upload, download and delete files for your assets
- Upload and manage files
- Search and sort files

Uploading files to the "Files" extension consumes space in your environment, even if it is done by another user.

2.5 Setup

Overview

Using "Setup" tab, users with the team lead role can monitor, manage, and track employees, teams and customers details of the organization.

Employees

In this section, the team lead can view and edit the employee details.

Teams

This section enables the team lead to add, track, and edit the team details of the organization.

Adding a Team

To add a team, proceed as follows:

1. In the "Setup" tab, click "Teams".
2. Click "Add Team".
3. Enter the required details.
4. Click "Create".

Sites

This section enables the team lead to add, track, and edit the site details of the organization. Site details includes basic information of the site, contact person details and assets listed for the site.

Adding a Site

To add a site, proceed as follows:

1. In the "Setup" tab, click "Sites".
2. Click "Create".
3. Enter the general information of the site and click "Next".
4. Click "Select asset".
Select the asset from the assets configured for this environment.

5. Click "Add".

Adding an asset to an existing site

It is also possible to add an asset for an existing site.
To add an asset for the existing customer, proceed as follows:

1. In the "Setup" tab, click "Sites".
2. Select the customer.
3. In the "Assets" tab, click "Add assets".
4. Click "Select asset".
5. Select the asset from the assets configured for this environment.

An asset can only be linked to one site.

Admin 3

3.1 Introduction

Introduction

Insights Hub Asset Health & Maintenance allows you to monitor the industrial assets such as production machines, rotating equipment or other devices. In addition, it allows the administrator to monitor and manage the following:

- Assets
- Default event filters
- CMMS integrations

3.2 Managing assets

Managing assets

Monitored assets in Insights Hub can be mapped to some external assets.
To get an overview of those mappings, click "Assets" in the "Admin" tab.
Within this application, it is possible to inspect the list of monitored assets as well as its mapped external ids.
Moreover, it is possible to configure case autogeneration rules for each particular asset. To accomplish that, click on an asset row and select event severities and types for which a case should automatically be generated. It is also possible to switch autogeneration mechanism on or off.

3.3 Managing default event filters

Managing default event filters

Cases can automatically be generated by events created on assets.
To manage how cases are created from events, navigate to the "Admin" tab and select "Default event filters."

Within this application, it is possible to configure severities and types of events for which the cases should be generated. If the severity level and type are selected, an according event triggers creation of a case. If the severity level or type is not selected, the event of that severity/type does not create any case automatically.
The "Other" option corresponds to all non-standard severity codes.

3.4 Managing CMMS integrations

Managing CMMS integration

If a user wants to send an information about an issue to an external system in order to trigger follow-up actions like ordering inspection, then an interface to that system, e.g. SAP PM can be configured and a case can be forwarded.
To configure the interface to the external CMMS system, perform the following steps:

1. In the "Admin" tab, click "CMMS integrations".

2. Click "Create". The integration supports the HTTP REST interface, so the goal is to construct an API call that will create an entity with case properties in the external system.

3. In the appearing dialog, enter a name, select the integration type and configure a host of the external system. Then select an authentication type and enter according parameters.

4. Click "Create new" in the endpoints section to add a new endpoint. A wizard consisting of six steps appears.

- At the first step, configure an endpoint path, HTTP method and an external case URL template (optional). The case URL template allows extraction of an id of a case created in the CMM system. This id is displayed at the forwarded Asset Health & Maintenance case. Click "Proceed to next step".
- At the second step, configure custom headers added to the HTTP request. Click "Proceed to next step".
- At the third step it is possible to configure and map custom properties. For example, if a CMMS case has different values describing priority, then here it is possible to create such a property and map the case priorities to CMMS ones. If it is not required or the configuration is done, then click "Proceed to next step".
- At the fourth step, insert a sample request body as a JSON and click "Process JSON". The JSON properties appear in the table below. Then, map those properties to the according ones of a case or set them to constants. When a case is forwarded, values of the mapped case properties are used in the API call.
  Click "Proceed to next step".
- At the fifth step, insert a sample response as a JSON and click "Process JSON". The JSON properties appear in the table below. Map those properties to outputs like

ExternalTicketId so that this information is stored in the case. If no response mapping is required, select the checkbox "Skip this step".
If the case should automatically be closed when an according CMMS case is processed, then deselect the checkbox "Skip this step" in the case status update section and configure how often the status update is requested and the close status in CMMS. Also, SecondaryExternalTicketId and ExternalStatus properties should be mapped in the JSON response.

- Click "Proceed to next step".
- At the sixth and final step, select the assets for which forwarding of cases will be enabled. Click "Review & Submit".

Review the whole endpoint configuration and click "Submit". Review the integration configuration and click "Save and go back". Verify, that the status of the configured integrations is "Active". Now, a case assigned to the configured asset can be send to the external CMMS system. Open the case and click the button "Send to" and the name of the CMMS configuration. Enter a description and click "Submit to ...".

Site Owners 4

4.1 Introduction

Introduction

Insights Hub Asset Health & Maintenance solution enables you monitor, analyze, detect, and remotely repair the industrial assets such as production machines, rotating equipment or other devices before the machine damages or disrupts the operations.
This guide is intended for Site Owner.

4.2 User Interface "Home"

User Interface "Home"

The "Home" screen provides a quick overview of all the cases and asset performace in the Insights Hub Asset Health & Maintenance.

4.3 Case Management System

Case Management System

Introduction

Case management system is a transparent life cycle management of all the cases recorded for the assets. Case Management system enables an efficient working process for the service engineer and helps them to analyze, investigate, and solve the cases assigned to them as per the priority.
In the Cases window, all the cases of different sources can be displayed in a list view or Kanban view. Additionally, filtering functionality helps to find the cases you are interested in.
The following screen describes the list view of Case Management system:

User Interface of a Case

Cases are used to log and the track the incidents and issues related to asset. All the activities worked on the case are recorded. Also, it allows the service engineers to record their updates of the cases through comments section to maintain the transparency.

Creating a new Case

Cases are created to log the incidents or the issues of an asset resulting in the possible failure of an asset, while analyzing the conspicuous measuring points in the graph. These cases are used to support and assist the service engineers to get an overview of all the incidents or issues recorded against an asset.

Creating a new Case

To create a case, proceed in the following ways:

1. In the "Cases" tab, click "Create".

2. Enter the required details.

Field	Description
Title	Title of the case.
Asset name	Name of the asset. Click the button "Choose" to select the asset from the tree in an appearing dialog. **Note:** Tick the check box if the asset doesn't belong to cloud. Asset name is selected automatically from the asset tree
Description	Description of the incident
Priority	Priority of the case
Assignee	Receiver of the case
Issue Labels	Common issues found in the asset are added as Labels
Scheduled date	The date when the case becomes active. **Note:** Tick the check box, if you want this case to be scheduled for future
Due date	The date the case is due.

3. Click "Create case".