S7-200 SMART PID Configuration & PID Tune Control

S7 - 200 SMART/ Version 2.3

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Table of contents

1 Introduction

1.1 Overview

PID Auto-Tune capability has been incorporated into the S7-200 smart PLC and STEP-7 Micro/WIN has added a PID Tuning Control Panel. Together, these two features greatly enhance the utility and ease of use of the PID function.

Auto-tune can be initiated by the user program from an operator panel or by the PID Tuning Control Panel. PID loops can be auto-tuned one at a time or all eight loops can be auto-tuned at the same time if necessary. The PID Auto-Tune computes suggested (near optimum) values for the gain, integral time (reset) and derivative time (rate) tuning values. It also allows you to select tuning for fast, medium, slow or very slow response of your loop.

With the PID Tuning Control Panel you can initiate the auto-tuning process, abort the auto-tuning process and monitor the results in a graphical form. The control panel displays any error conditions or warnings that might be generated. It also allows you to apply the gain, reset and rate values computed by auto-tune.

1.2 Mode of Operation

a. Proportional Control

A proportional controller will have the effect of reducing the rise time and will reduce, but never eliminate the steady state error.

b. Integral Control

An integral control will have the effect of eliminating the steady state error, but it may make the transient response worse.

c. Proportional & Integral (P-I) Control

A PI controller could improve relative stability and eliminate steady state error at the same time, but the settling time is increased.

d. Proportional & Derivative (P-D) Control

A PD controller could add damping to a system, but the steady-state response is not affected.(steady state error is not eliminated).

e. Proportional , Integral & Derivative (P-I-D) Control

A PID controller removes steady-state error and decreases system settling times while maintaining a reasonable transient response.

1.3 Components used

This application example has been created with the following components:

Table 1-1

Component	Number	Article number	Note
CPU ST60	1	6ES7 288-1ST60-0AA0	
STEP 7-MicroWIN SMART V2.4	1	6ES7 288-SW01-0AA0	
TIA PORTAL V15.1	1	6ES7 822-1AA05-0YA7	
Basic HMI KTP900 PN	1	6AV2 123-2JB03-0AX0	

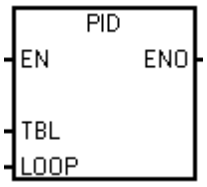
This application example consists of the following components:

Table 1-2

Component	File name	Note

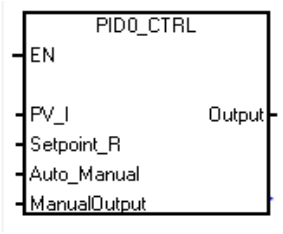
2 Engineering

2.1 Description of interface

LAD / FBD	STL	Description
	PID TBL, LOOP	The PID loop instruction (PID) executes a PID loop calculation on the referenced LOOP based upon the input and configuration information in Table (TBL).

The PID loop instruction (Proportional, Integral, and Derivative Loop) is provided to perform the PID calculation. The top of the logic stack (TOS) must be ON (power flow) to enable the PID calculation. The instruction has two operands: a table address which is the starting address of the loop table and a LOOP number which is a constant from 0 to 7. Eight PID instructions can be used in a program. If two or more PID instructions are used with the same loop number (even if they have different table addresses), the PID calculations will interfere with one another and the output will be unpredictable. The loop table stores nine parameters used for controlling and monitoring the loop operation and includes the current and previous value of the process variable, the set point, output, gain, sample time, integral time (reset), derivative time (rate), and the integral sum (bias). STEP 7-Micro/WIN SMART offers the PID wizard to guide you in defining a PID algorithm for a closed-loop control process. Select the "Instruction wizard" command from the "Tools" menu and then select "PID" from the "Instruction wizard" window.

2.2 Project integration

LAD/FBD	STL	Description
	PID0_CTRL PID_Scale, Setpoint, Auto Manual, Manual Output_ Value, PID _Out	The PIDx_CTRL instruction executes the PID function based on the inputs and outputs you enter in the PID Wizard. It is called every scan. Note: The inputs and outputs for the PIDx_CTRL instruction depend on the choices you make in the wizard. For example, if you select to Enable Low Alarm (PV) on the Loop Alarm Options screen of the wizard, then the Low Alarm output displays in the instruction. In automatic mode, calculations will be performed using the built-in PID algorithm to drive the "Output" of the PIDx_CTRL box. In manual mode, the "Output" is controlled by the "Manual Output" input. If the checkbox in the wizard on the next-to-last screen is checked to "Add Manual Control of the PID", then the PIDx_CTRL instruction will contain the input parameters "Auto

		_Manual" and "Manual Output". Otherwise, these two inputs will not appear on the PIDx_CTRL instruction, and automatic mode is enabled. When used, the "Auto _Manual" Boolean input must be ON for auto-mode control, and off for manual-mode control. When the PID is in manual mode, the "Output" (of the PIDx_CTRL instruction) is controlled by writing a normalized real value (0.00 - 1.00) to the "Manual Output" input, driving the "Output" between the range values assigned in the wizard for the "Output". For example, if in the wizard you set the "Output" range to be from 2000 to 26000, then when the "Manual Output" input is at 0.00, the "Output" should be at 2000. Similarly, when the "Manual Output" input is at 1.00, the "Output" should be at 26000. When the "Manual Output" input is at 0.50, the "Output" should be halfway through its range, or in this case, (26000-2000)/2 + 2000 = 14000.

PIDx_CTRL subroutine parameters

Inputs/Outputs	Operands	Data types
PV_I	VW, IW, QW, MW, SW, SMW, LW, T, C, AIW, AC, *VD, *LD, *AC	INT
Set point _R	ID, QD, MD, SD, SMD, VD, LD, AC, Constant, *VD, *LD, *AC	REAL
Auto _Manual	I, Q, M, SM, T, C, V, S, L	BOOL
Manual Output	ID, QD, MD, SD, SMD, VD, LD, AC, Constant, *VD, *LD, *AC	REAL
Output (Analog)	IW, QW, MW, SW, SMW, T, C, VW, LW, AIW, AC, Constant, *VD, *LD,*AC	INT
Output (Digital), High Alarm, Low Alarm, Module Err	I, Q, M, SM, T, C, V, S, L	BOOL

2.3 Operation

2.3.1 PID Wizard Programming Steps

Use one of the following methods to open the PID Wizard:

● Select the PID Wizard from the Tools menu in Micro/WIN SMART :

Figure 1. Select the PID Wizard

● Open the "Wizard" folder in the project tree and double-click "PID" or select "PID" and press the Enter key.

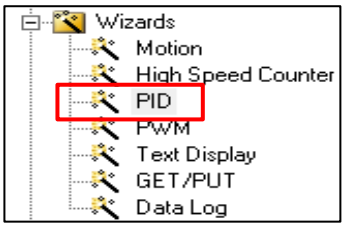


Figure 2. Select PID Wizards

Step 1: Define the PID loop number

To be configured in this dialog box, select the loop to be configured. Up to 8 loops can be configured. When you select a loop on this dialog, the tree view on the left side of the PID wizard is updated with all the nodes required to configure the loop.

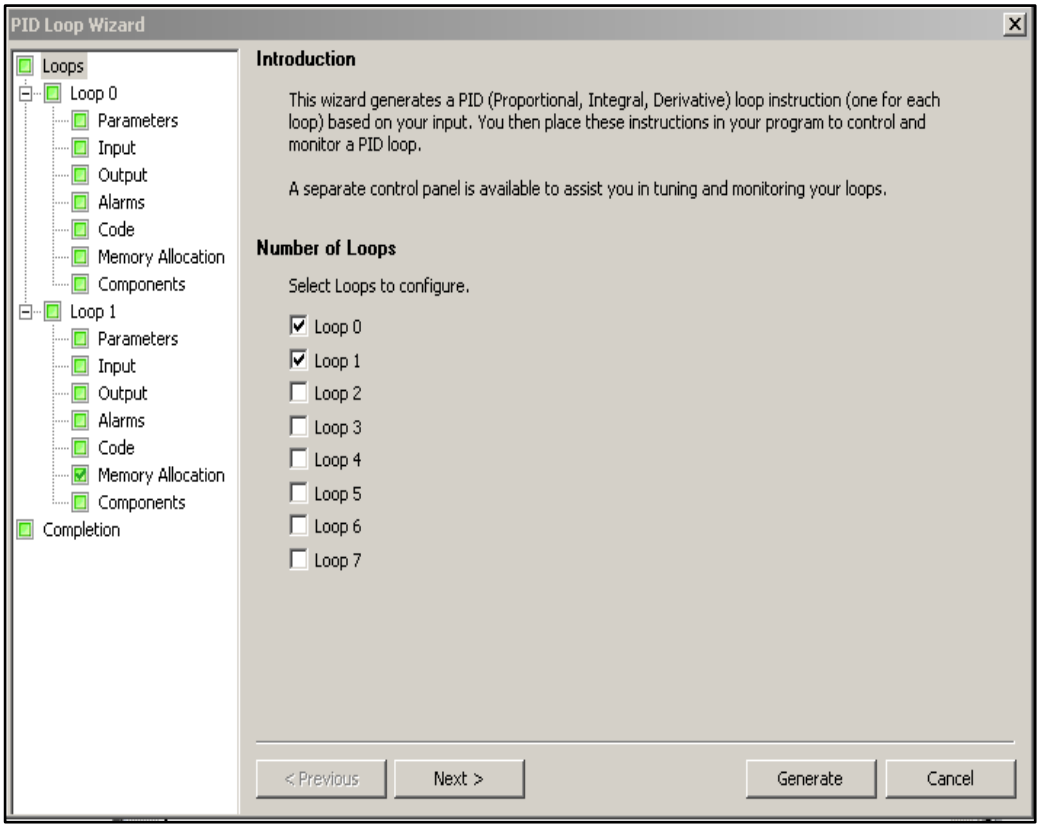


Figure 3. Select the loop you need to configure

Step 2: Name the loop configuration

We can configure a custom name for the loop. The default name for this section is "loop x", where "x" is equal to the loop number.

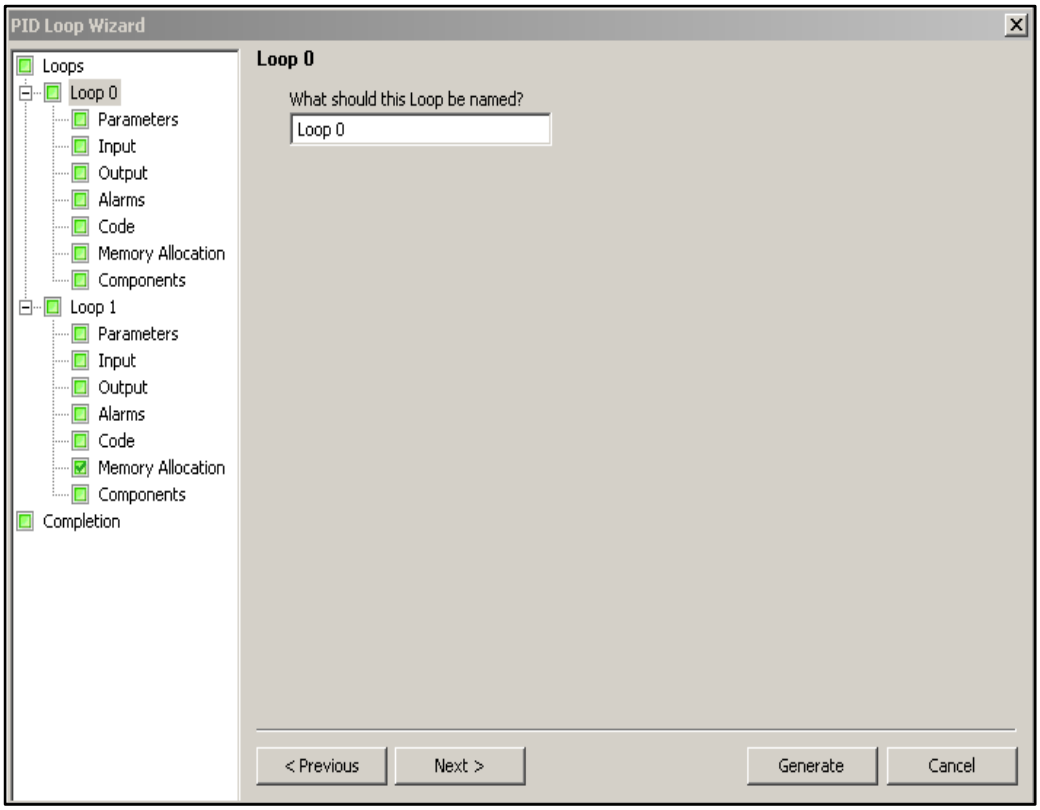


Figure 4. Name the PID loop

Step 3: Set the PID loop parameters

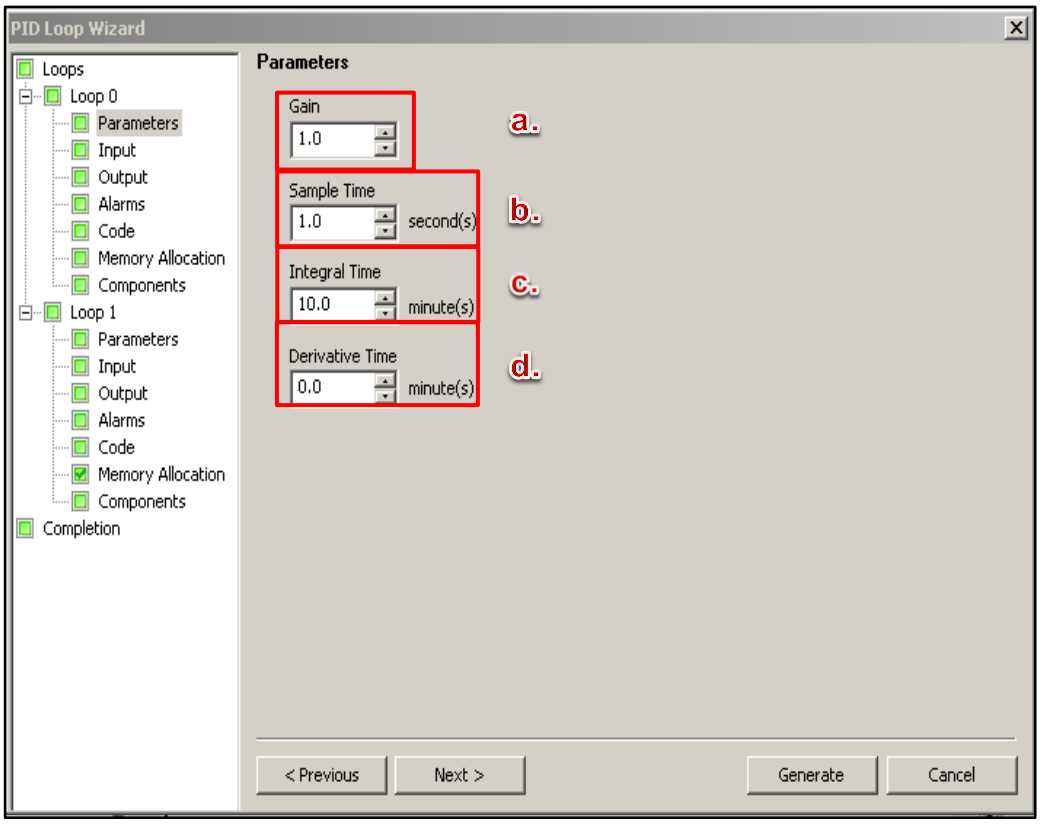


Figure 5. Set the PID parameters

The PID loop parameters are defined in Fig. 5 and should be real number.

a. **Gain** : The proportional constant, default = 1.00.

b. **Integration time** : If you do not want the integral action, you can set the value very large (such as 10000.0), the default value = 10.00.

c. **Derivative time** : If you do not want a differential loop, you can set the derivative time to 0 and the default value = 0.00.

d. **Sampling time** : It is the time interval between the PID control loop sampling and recalculating the output value. The default value is 1.00. After the wizard is completed, if you want to modify this number, you must return to the wizard to modify it, and you cannot modify it in the program or in the status table.

Step 4: Set the loop process variable

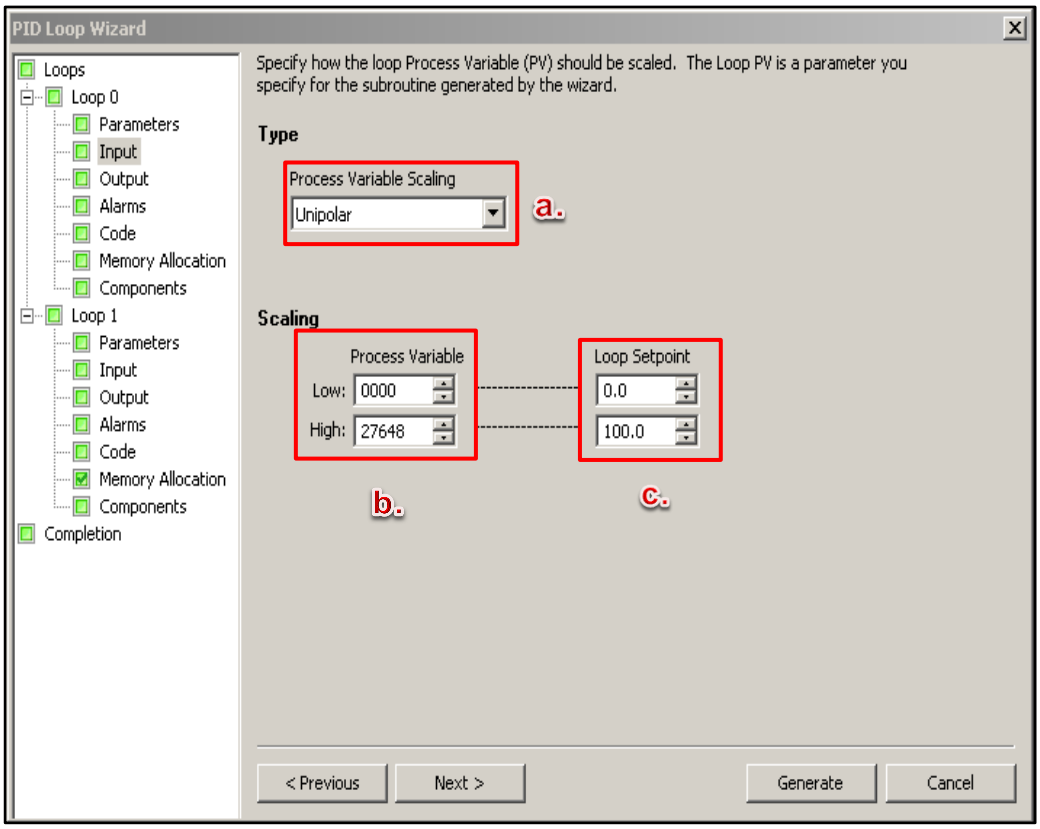


Figure 6. Set the PID input process variable

a. Specifies how the loop process variable (PV) is calibrated. You can choose from the following options:

- **Unipolar:** the input signal is positive, such as 0-10V or 0-20mA.
- **Bipolar:** The input signal varies from negative to positive. If the input signal is ±10V, ±5V, etc.
- **Select 20% offset:** If the input is 4-20mA, select the single polarity and this item, 4mA is 20% of the 0-20mA signal, so choose 20% offset, that is, 4mA corresponds to 5530, 20mA corresponds to 27648.

b. Feedback input value range:

- When a. is set to unipolar, the default value is 0 - 27648, corresponding to the input range 0 - 10V or 0 - 20mA, etc., the input signal is positive.
- When a. is set to bipolar, the default value is -27648 - +27648, and the corresponding input range can be ±10V, ±5V, etc. depending on the range.
- When a. Select 20% offset, the value range is 5530 - 27648, which cannot be changed.

c. In the "Scaling" parameter, specify how the loop setpoint (SP) is scaled. The default is a real number between 0.0 and 100.0.

Step 5: Set the input loop output options

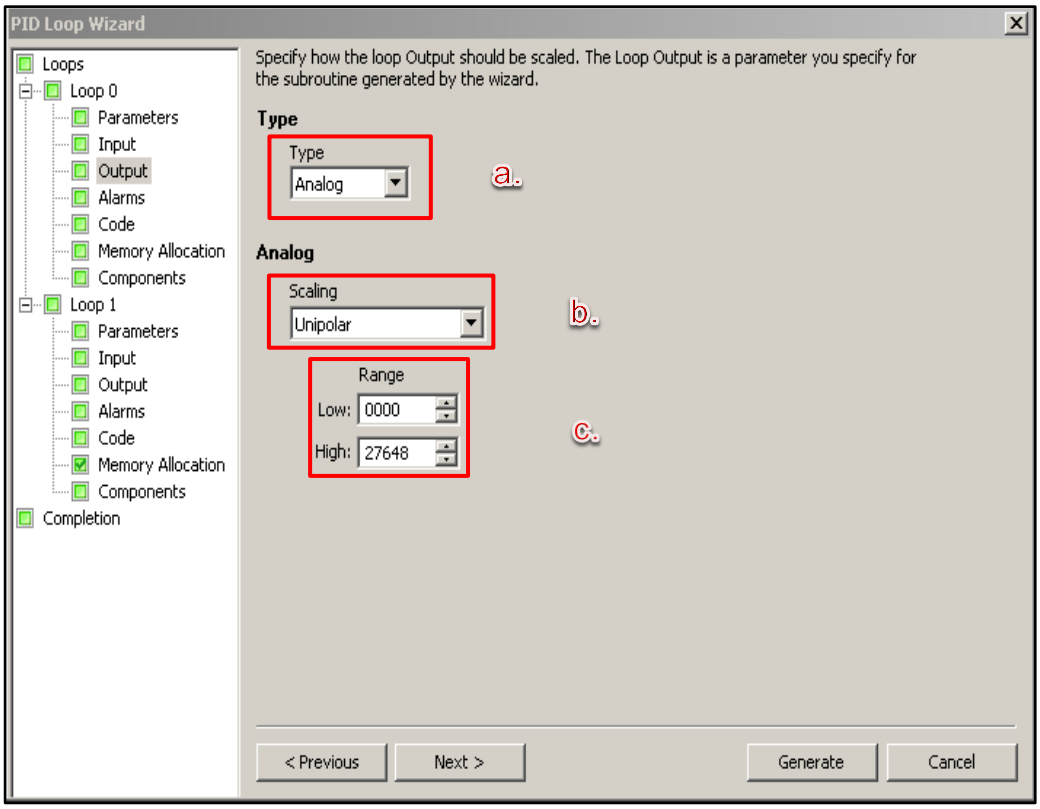


Figure 7. Set the PID output options.

a. Output Type:

You can select either an analog output or a digital output. The analog output is used to control some equipment that requires analog quantity, such as proportional valve, frequency converter, etc.; digital output is actually the on/off state of the control output point according to a certain duty cycle change, which can control the solid state relay (Heating rod, etc.).

b. To select the analog quantity, you need to set the range of the loop output variable value. You can choose:

- **Unipolar** : unipolar output, can be 0-10V or 0-20mA, etc.
- **Bipolar** : bipolar output, can be positive or negative 10V or positive and negative 5V, etc.
- **Unipolar 20% offset** : If the **20% offset is** selected, the output is 4 - 20mA.

c. Ranges:

- When c is unipolar, the default is 0 to 27648.
- When c is bipolar, the value is -27648 to 27648.
- When c is 20% offset, the value is 5530 - 27648, which cannot be changed.

Step 6: Set the loop alarm option

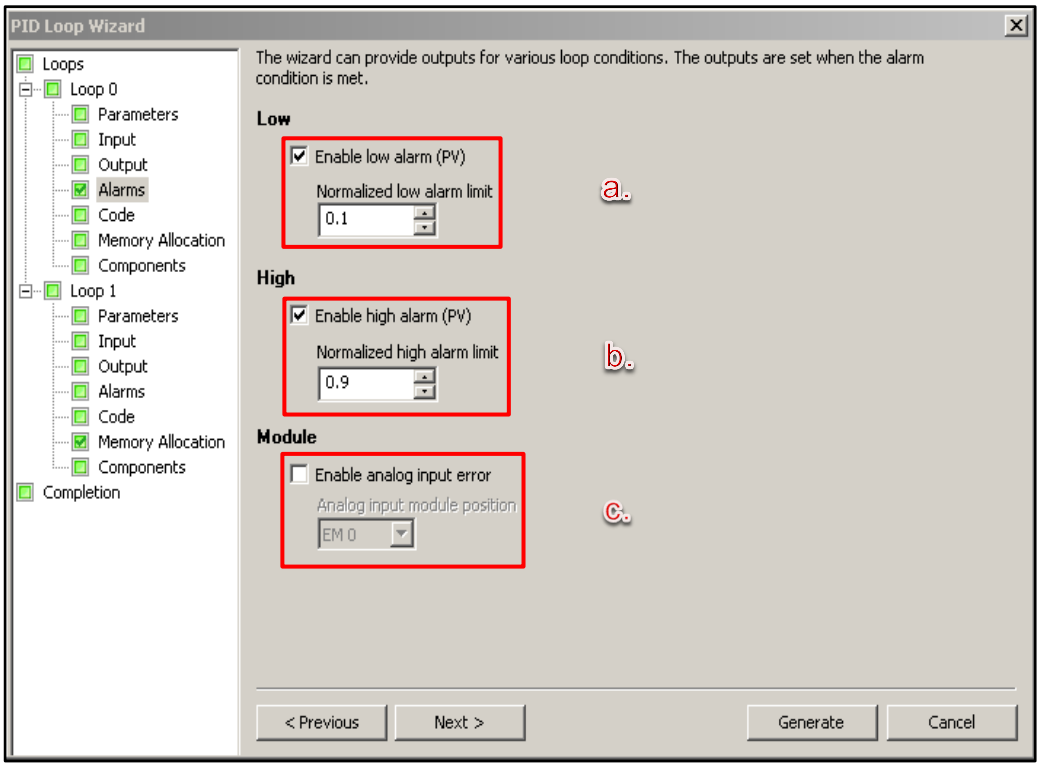


Figure 8. Set the loop alarm limit value

The wizard provides three outputs to reflect low value alarms for process values (PV), high value alarms, and process value analog module error status. The output is set to 1 when the alarm condition is met. These features work after the corresponding selection box is selected.

a. Enable the low value alarm and set the low value of the process value (PV) alarm. This value is the percentage of the process value. The default value is 0.10, that is, the low value of the alarm is 10% of the process value. This value can be set to a minimum of 0.01, which is 1% of full scale.

b. Enable the high value alarm and set the high value of the process value (PV) alarm. This value is the percentage of the process value. The default value is 0.90, that is, the high value of the alarm is 90% of the process value. This value can be set to a maximum of 1.00, which is 100% of full scale.

c. Enable the process value (PV) analog module error alarm and set the module location where the module is connected when the CPU is connected. "EM0" is the location of the first expansion module.

Step 7: Define the PID initialization subroutine and interrupt program name and hand/auto mode generated by the wizard

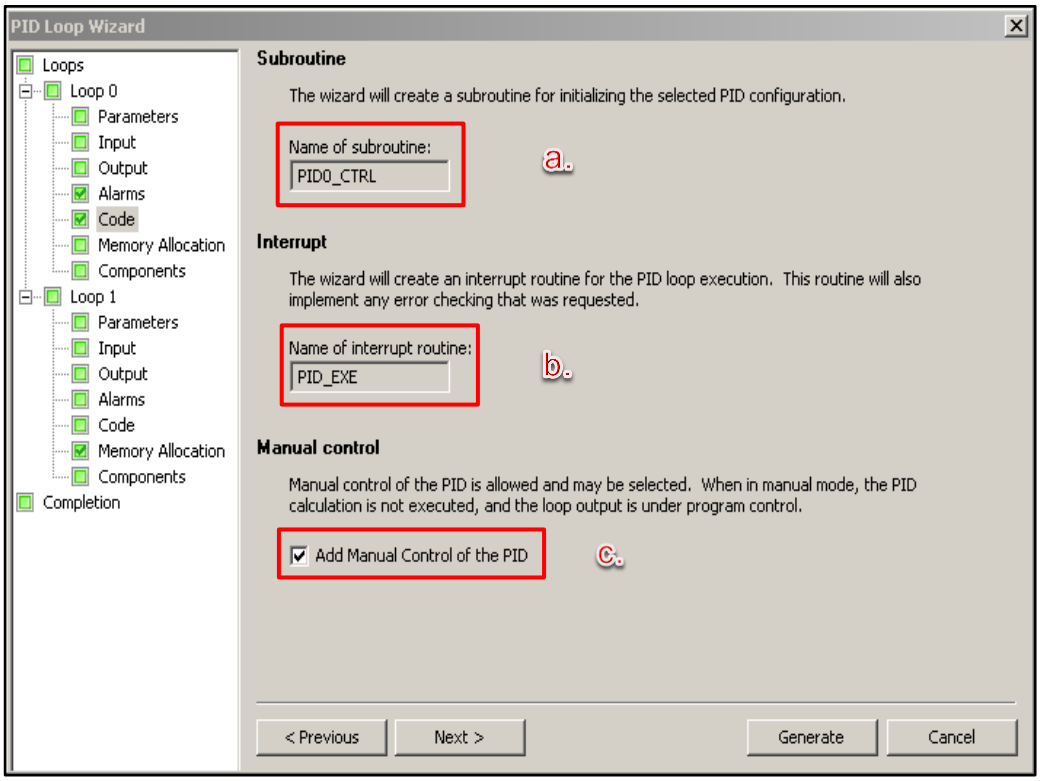


Figure 9. Specify the subroutine, interrupt service program name, and select manual control.

a. Specify the PID name of the initial subroutine.

b. Specify the name of the PID interrupt subroutine.

c. Here you can choose to add the PID manual control mode. In the PID manual control mode, the loop output is controlled by the manual output setting. At this time, the manual control output parameter needs to be written with a real number of 0.0-1.0, representing 0%-100% of the output instead of directly changing the output value.

Step 8: Specify the PID operation data storage area

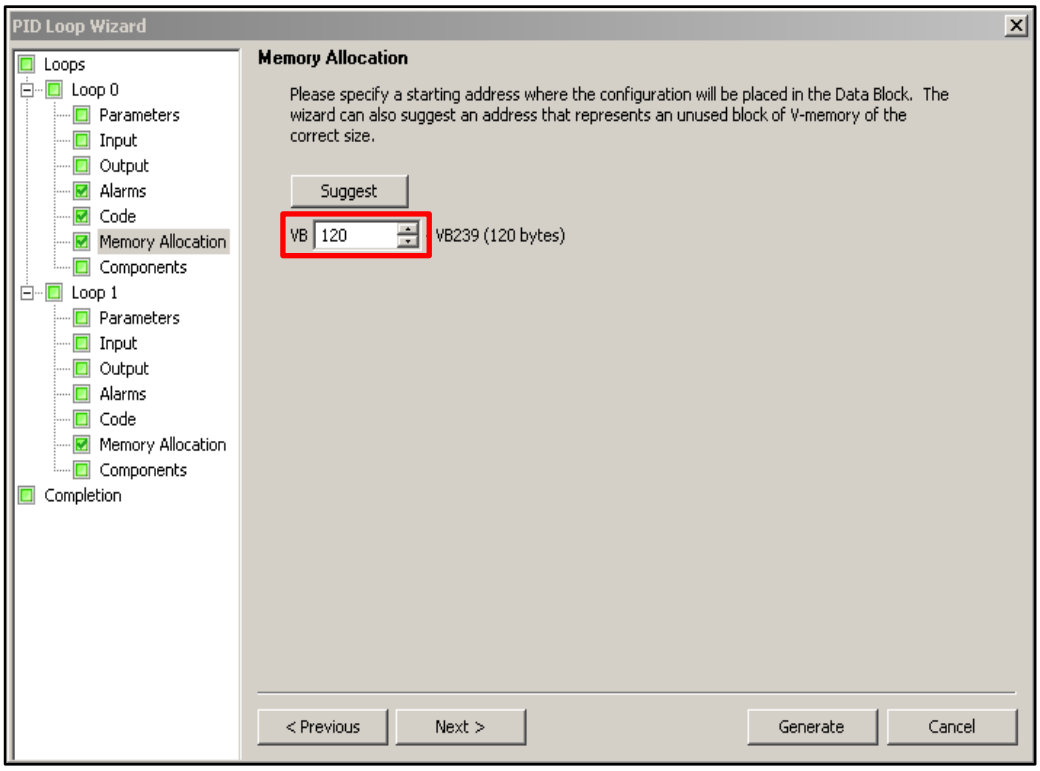


Figure 10. Assign the operation data storage area.

The PID instruction (function block) uses a 120-byte V-zone parameter table for the operation of the control loop; in addition, the standardized program of the input/output quantities generated by the PID wizard also requires the arithmetic data storage area. You need to define a starting address for them, and make sure that the first few bytes of the address are not reused elsewhere in the program.

Note:

If you click "Suggest", the wizard will automatically set the V area address that has not been used in the current program.

Step 9: Generate PID subroutine, interrupt program and symbol table.

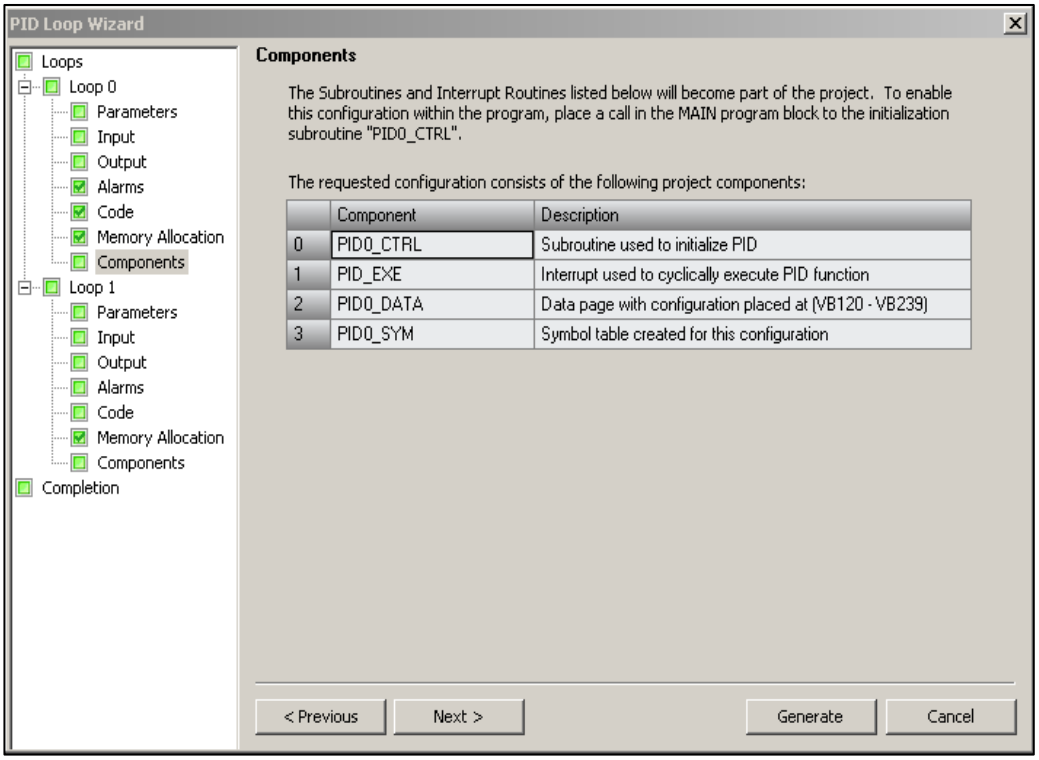


Figure 11. Generate PID subroutine, interrupt routine, symbol table, etc.

Step 10: After configuring the PID wizard, you need to call the PID subroutine generated by the wizard in the program (as shown below).

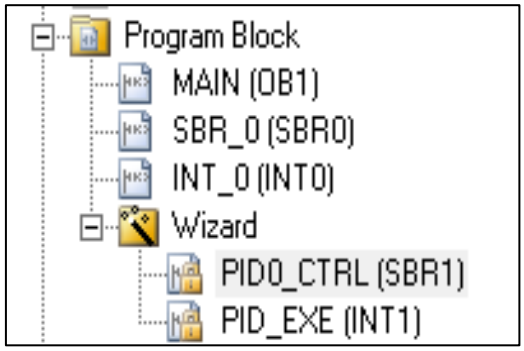
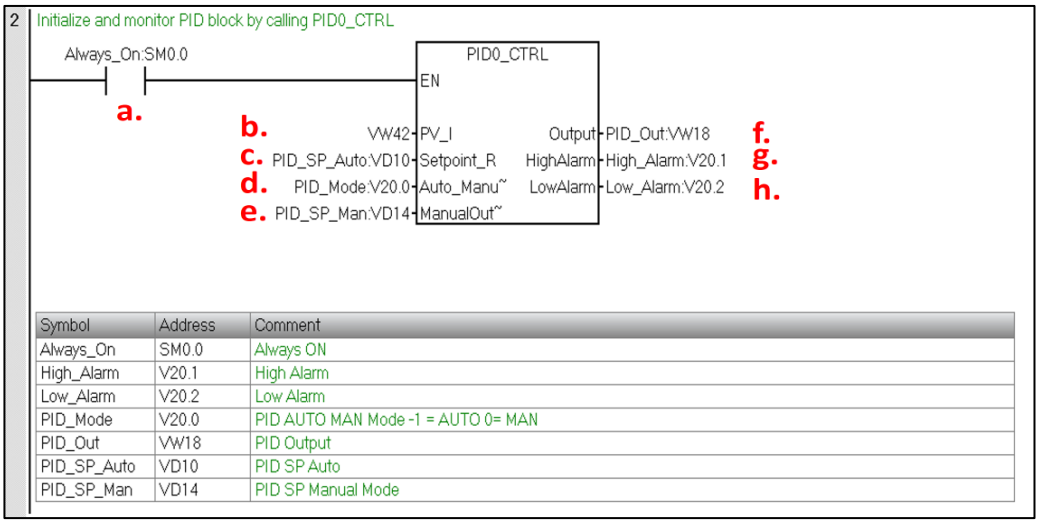


Figure 12. PID subroutine



Symbol	Address	Comment
Always_On	SM0.0	Always ON
High_Alarm	V20.1	High Alarm
Low_Alarm	V20.2	Low Alarm
PID_Mode	V20.0	PID AUTO MAN Mode -1 = AUTO 0= MAN
PID_Out	VW18	PID Output
PID_SP_Auto	VD10	PID SP Auto
PID_SP_Man	VD14	PID SP Manual Mode

Figure 13. Calling the PID subroutine

When the PID subroutine is called in the user program, the PID subroutine generated by the wizard can be double-clicked in the block of the instruction tree. In the local variable table, the interpretation and value range of the formal parameters can be seen.

a. The PIDx_CTRL subroutine must be enabled with SM0.0. No other conditions can be concatenated after SM0.0, and there must be no jumps over it. If the PIDx_CTRL subroutine is called in a subroutine, the subroutine calling it must also Use only SM0.0 calls to keep it up and running.

b. Enter the process value or analog value (feedback) here.

c. Enter the set value variable address (VDxx) here, or directly input the set value constant. According to the setting in the wizard, 0.0-100.0, you should enter a real number of 0.0-100.0.

d. Here V20.0 is used to control the PID hand/auto mode. When V20.0 is 1, it is automatic, and it is output from VW18 through PID operation. When V20.0 is 0, PID will stop calculation, and output is ManualOutput. This item does not appear if the PID manual function is not selected in the wizard.

e. Here you can enter the variable address (VDxx) of the manual setpoint or enter the number directly. The value range is a real number between 0.0 and 1.0, representing the percentage of the output range. Example: If you enter 0.5, set it to 50% of the output. This item does not appear if the PID manual function is not selected in the wizard.

f. Type the output address of the control amount here.

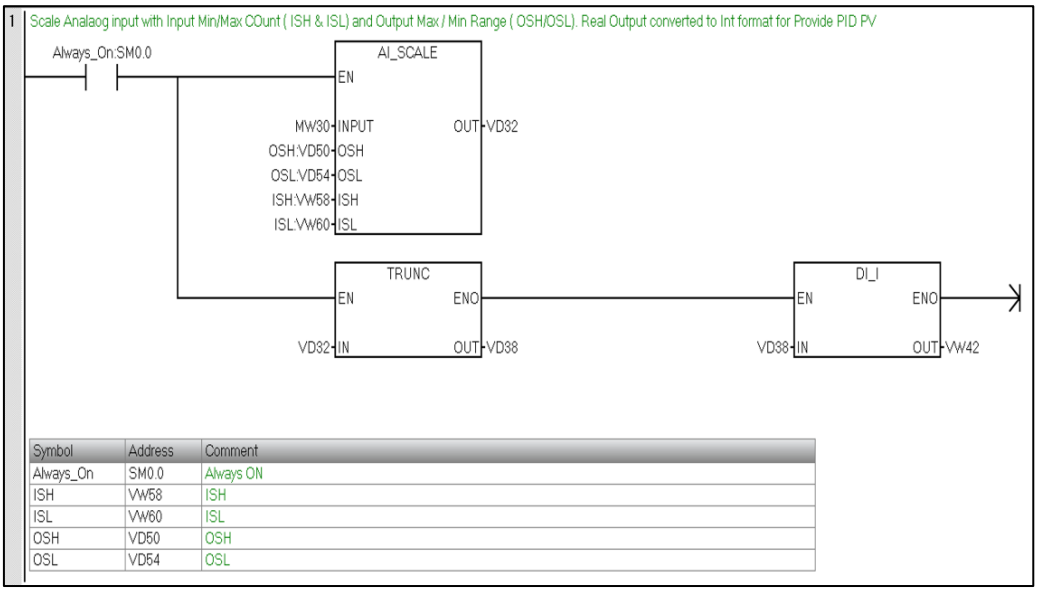
g. When the high alarm condition is met, the corresponding output is set to 1. If the high alarm function is not enabled in the wizard, this item will not appear.

h. When the low alarm condition is met, the corresponding output is set to 1. If the low alarm function is not enabled in the wizard, this item will not appear.

2.3.2 PLC Programming

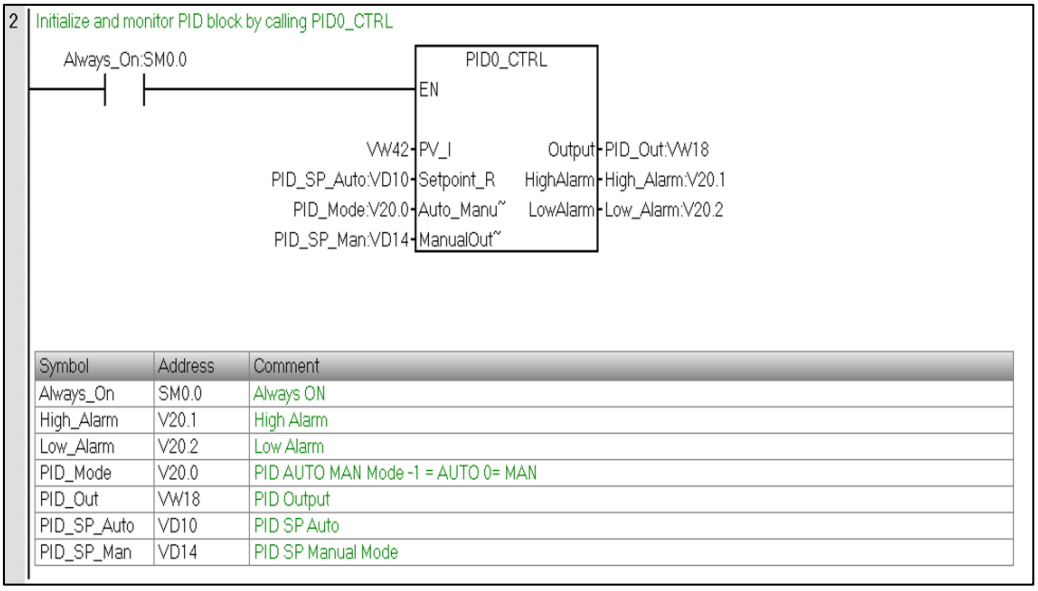
Main Program Block

Network 1: Scale Analog input with Input Min/Max Count (ISH & ISL) and Output Max / Min Range (OSH/OSL). Real Output converted to Int format for Provide PID PV.



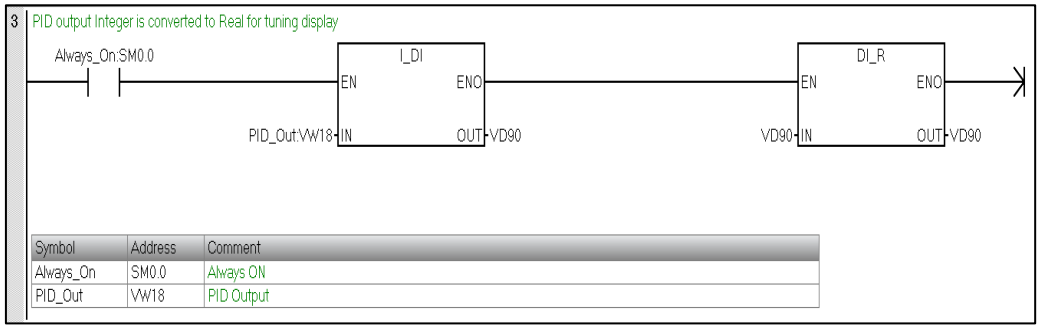
Symbol	Address	Comment
Always_On	SM0.0	Always ON
ISH	VW58	ISH
ISL	VW60	ISL
OSH	VD50	OSH
OSL	VD54	OSL

Network 2: Initialize and monitor PID block by calling PID0_CTRL.



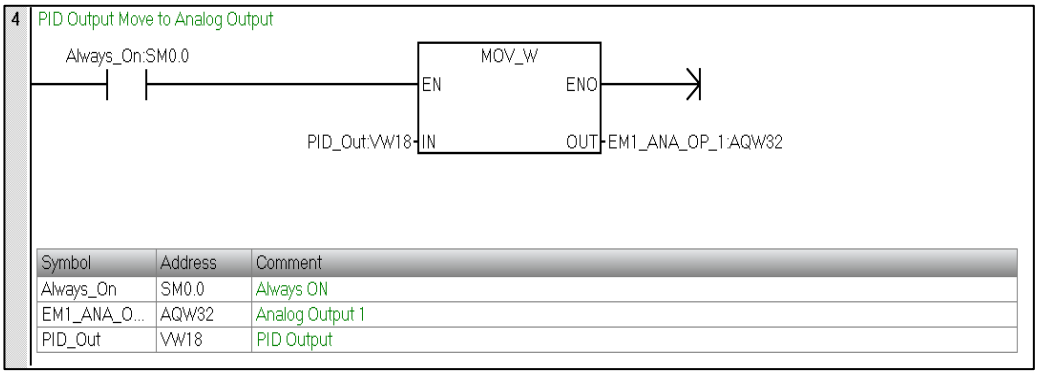
Symbol	Address	Comment
Always_On	SM0.0	Always ON
High_Alarm	V20.1	High Alarm
Low_Alarm	V20.2	Low Alarm
PID_Mode	V20.0	PID AUTO MAN Mode -1 = AUTO 0= MAN
PID_Out	VW18	PID Output
PID_SP_Auto	VD10	PID SP Auto
PID_SP_Man	VD14	PID SP Manual Mode

Network 3: PID output Integer is converted to Real for tuning display.



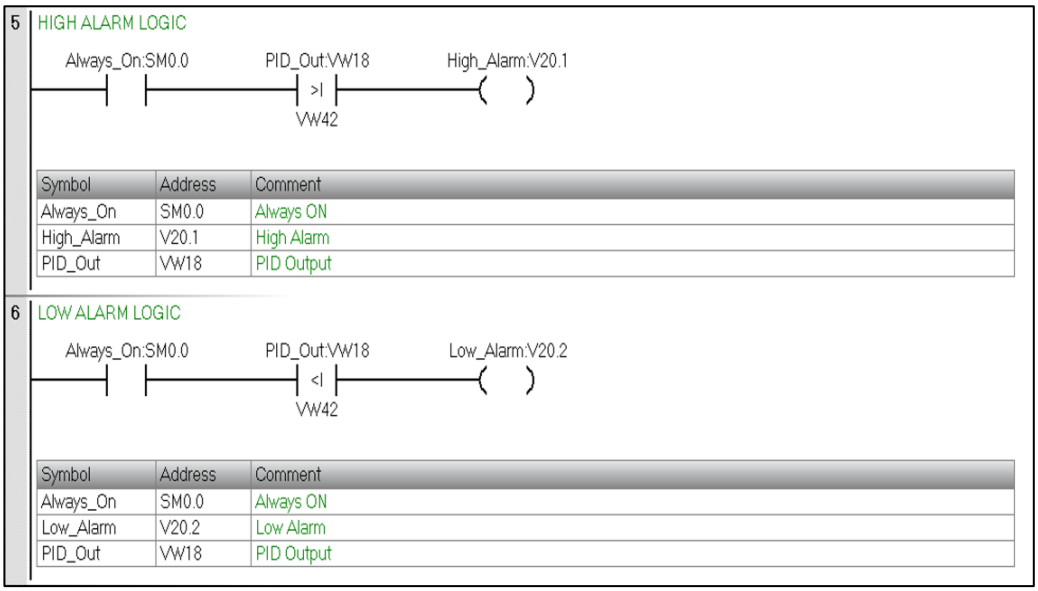
Symbol	Address	Comment
Always_On	SM0.0	Always ON
PID_Out	VW18	PID Output

Network 4: PID Output Move to Analog Output.



Symbol	Address	Comment
Always_On	SM0.0	Always ON
EM1_ANA_O...	AQW32	Analog Output 1
PID_Out	VW18	PID Output

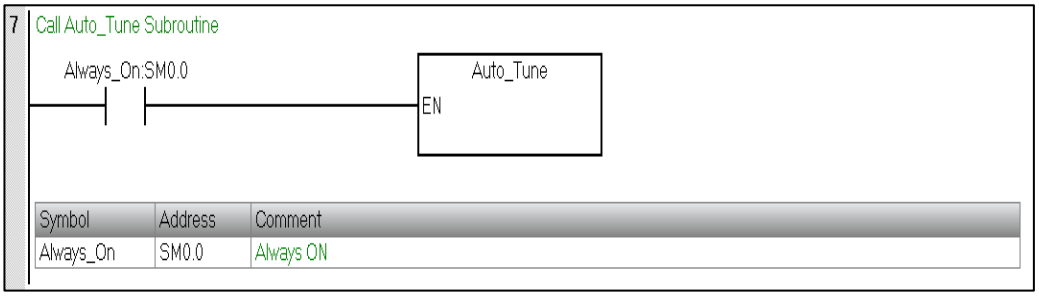
Network 5 & 6: High Alarm and Low Alarm Logic.



Symbol	Address	Comment
Always_On	SM0.0	Always ON
High_Alarm	V20.1	High Alarm
PID_Out	VW18	PID Output

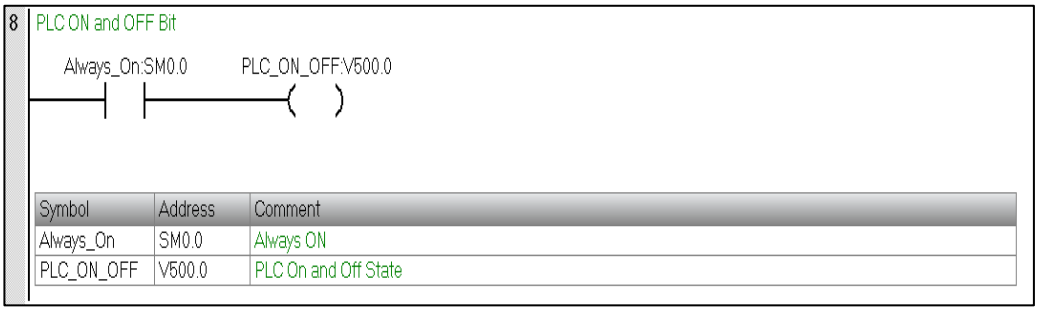
Symbol	Address	Comment
Always_On	SM0.0	Always ON
Low_Alarm	V20.2	Low Alarm
PID_Out	VW18	PID Output

Network 7: Call Auto Tune Subroutine.



Symbol	Address	Comment
Always_On	SM0.0	Always ON

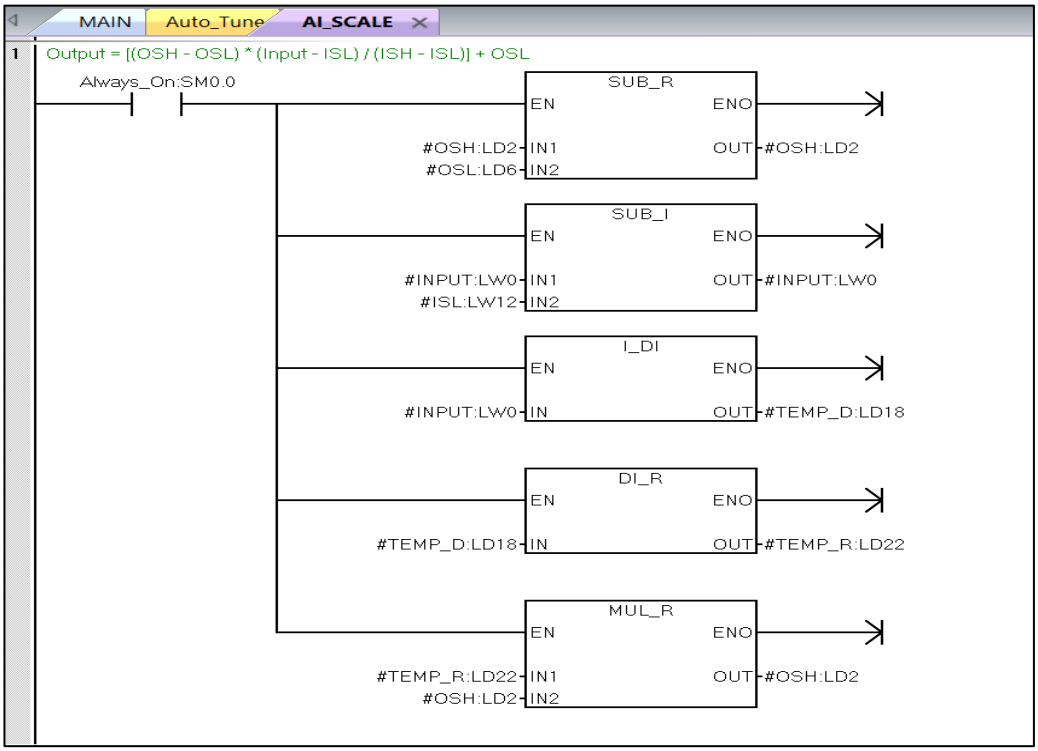
Network 8: PLC ON and OFF Logic.

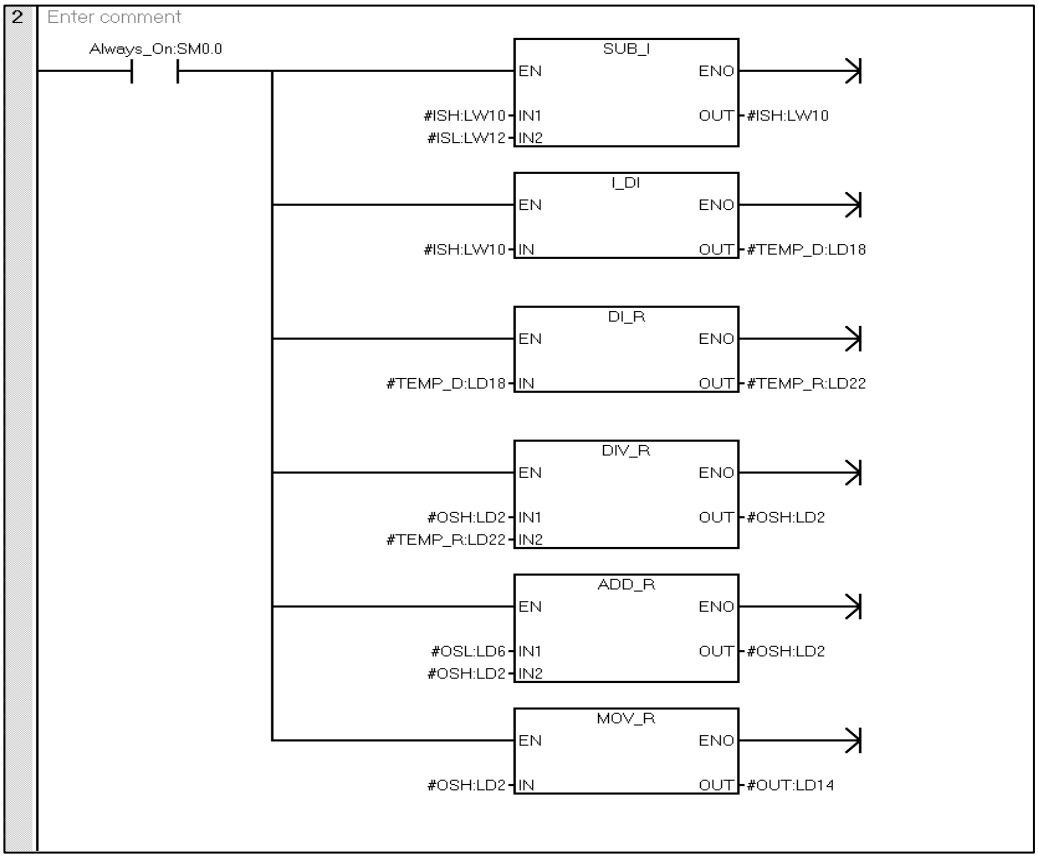


Symbol	Address	Comment
Always_On	SM0.0	Always ON
PLC_ON_OFF	V500.0	PLC On and Off State

AI_Scale Subroutine Logic

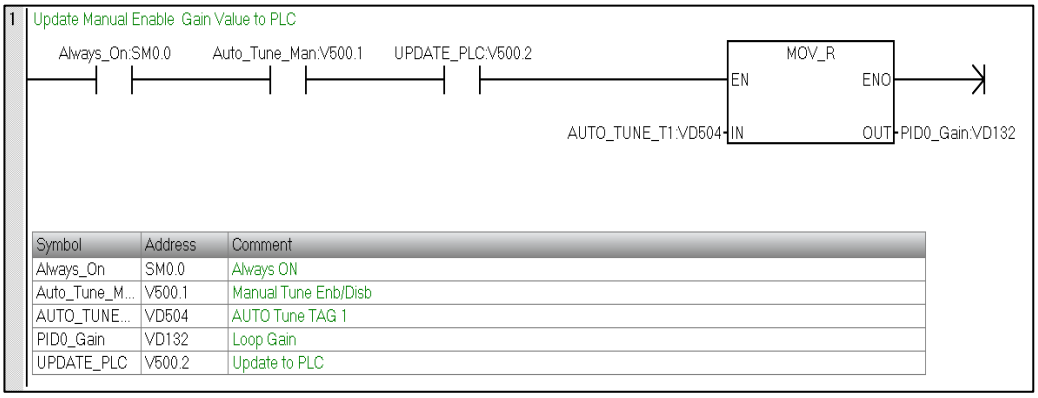
Network 1 & 2: Output = [(OSH - OSL) * (Input - ISL) / (ISH - ISL)] + OSL





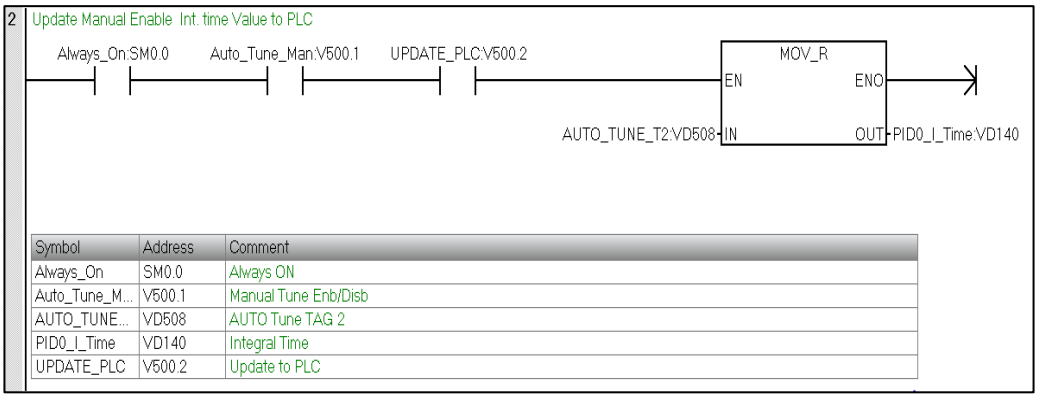
Auto Tune Subroutine

Network 1: Update Manual Enable Gain Value to PLC



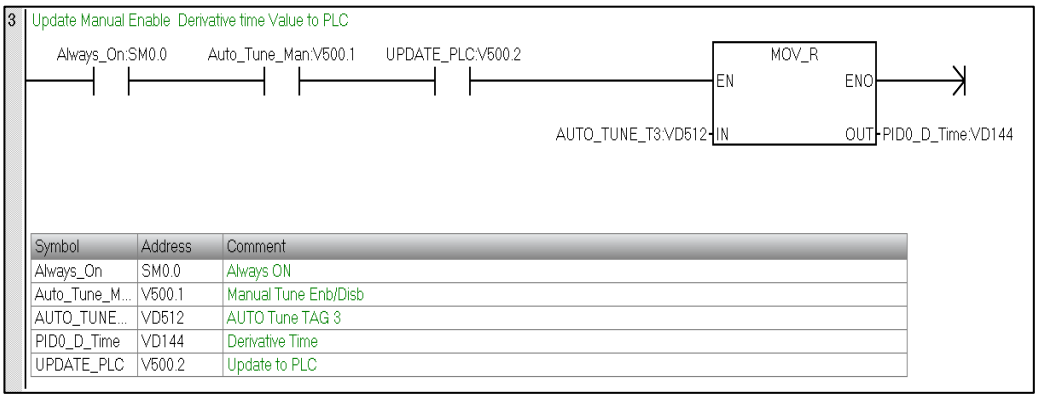
Symbol	Address	Comment
Always_On	SM0.0	Always ON
Auto_Tune_M...	V500.1	Manual Tune Enb/Disb
AUTO_TUNE...	VD504	AUTO Tune TAG 1
PID0_Gain	VD132	Loop Gain
UPDATE_PLC	V500.2	Update to PLC

Network 2: Update Manual Enable Int. time Value to PLC



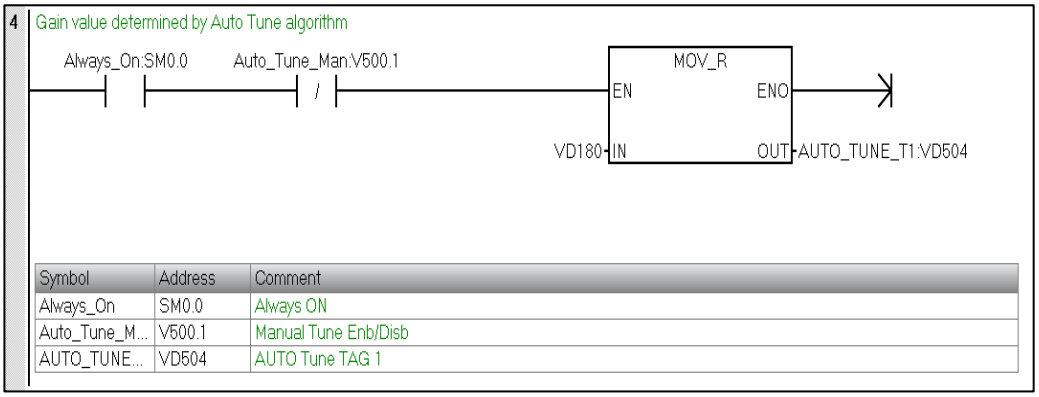
Symbol	Address	Comment
Always_On	SM0.0	Always ON
Auto_Tune_M...	V500.1	Manual Tune Enb/Disb
AUTO_TUNE...	VD508	AUTO Tune TAG 2
PID0_I_Time	VD140	Integral Time
UPDATE_PLC	V500.2	Update to PLC

Network 3: Update Manual Enable Derivative time Value to PLC



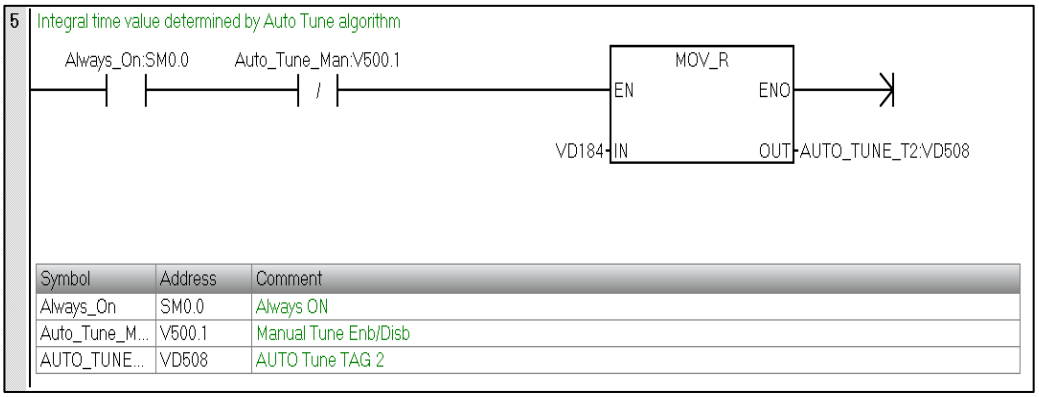
Symbol	Address	Comment
Always_On	SM0.0	Always ON
Auto_Tune_M...	V500.1	Manual Tune Enb/Disb
AUTO_TUNE...	VD512	AUTO Tune TAG 3
PID0_D_Time	VD144	Derivative Time
UPDATE_PLC	V500.2	Update to PLC

Network 4: Gain value determined by Auto Tune algorithm.



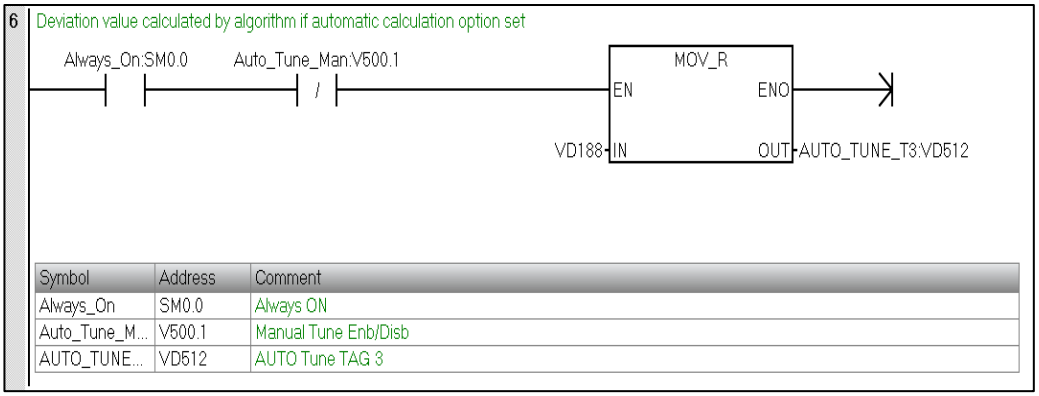
Symbol	Address	Comment
Always_On	SM0.0	Always ON
Auto_Tune_M...	V500.1	Manual Tune Enb/Disb
AUTO_TUNE...	VD504	AUTO Tune TAG 1

Network 5: Integral time value determined by Auto Tune algorithm.



Symbol	Address	Comment
Always_On	SM0.0	Always ON
Auto_Tune_M...	V500.1	Manual Tune Enb/Disb
AUTO_TUNE...	VD508	AUTO Tune TAG 2

Network 6: Deviation value calculated by algorithm if automatic calculation option set



Symbol	Address	Comment
Always_On	SM0.0	Always ON
Auto_Tune_M...	V500.1	Manual Tune Enb/Disb
AUTO_TUNE...	VD512	AUTO Tune TAG 3

2.3.3 PID Auto-Tune and PID Tune Control Panel

The PID Auto-Tuner is capable of determining suggested tuning values for both direct-acting and reverse-acting P, PI, PD, and PID loops.

The purpose of the PID Auto-Tuner is to determine a set of tuning parameters that provide a reasonable approximation to the optimum values for your loop. Starting with the suggested tuning values will allow you to make fine tuning adjustments and truly optimize your process**.**

Auto-Hysteresis and Auto-Deviation

The hysteresis parameter specifies the excursion (plus or minus) from set point that the PV (process variable) is allowed to make without causing the relay controller to change the output. This value is used to minimize the effect of noise in the PV signal to more accurately determine the natural oscillation frequency of the process. If you select to automatically determine the hysteresis value, the PID Auto-Tuner will enter a hysteresis determination sequence. This sequence involves sampling the process variable for a period of time and then performing a standard deviation calculation on the sample results.

In order to have a statistically meaningful sample, a set of at least 100 samples must be acquired. For a loop with a sample time of 200 msec, acquiring 100 samples takes 20 seconds. For loops with a longer sample time it will take longer. Even though 100 samples can be acquired in less than 20 seconds for loops with sample times less than 200 msec, the hysteresis determination sequence always acquires samples for at least 20 seconds.

Once all the samples have been acquired, the standard deviation for the sample set is calculated. The hysteresis value is defined to be two times the standard deviation.

Auto-Tuning Sequence

The auto-tuning sequence begins after the hysteresis and deviation values have been determined. The tuning process begins when the initial output step is applied to the loop output. This change in output value should cause a corresponding change in the value of the process variable. When the output change drives the PV away from set point far enough to exceed the hysteresis boundary a zero-crossing event is detected by the auto-tuner. Upon each zero crossing events the auto-tuner drives the output in the opposite direction.

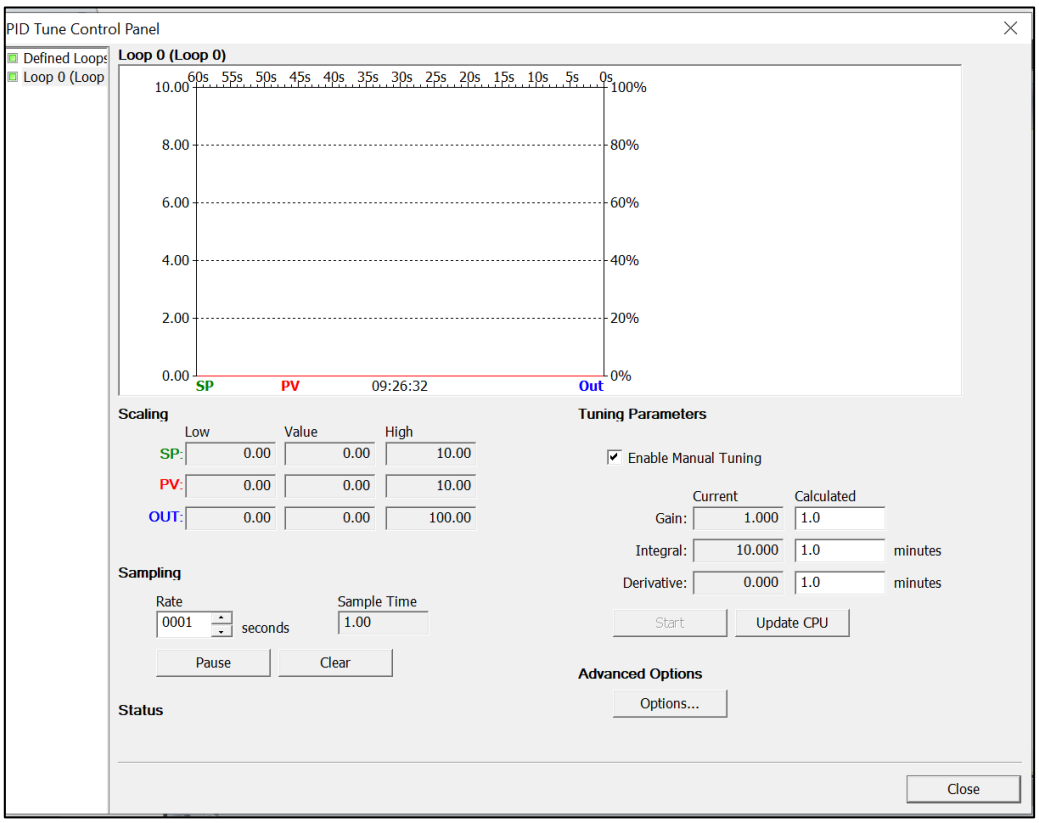
The tuner continues to sample the PV and waits for the next zero crossing events. A total of twelve zero-crossings are required to complete the sequence. The magnitude of the observed peak-to-peak PV values (peak error) and the rate at which zero-crossings occur are directly related to the dynamics of the process.

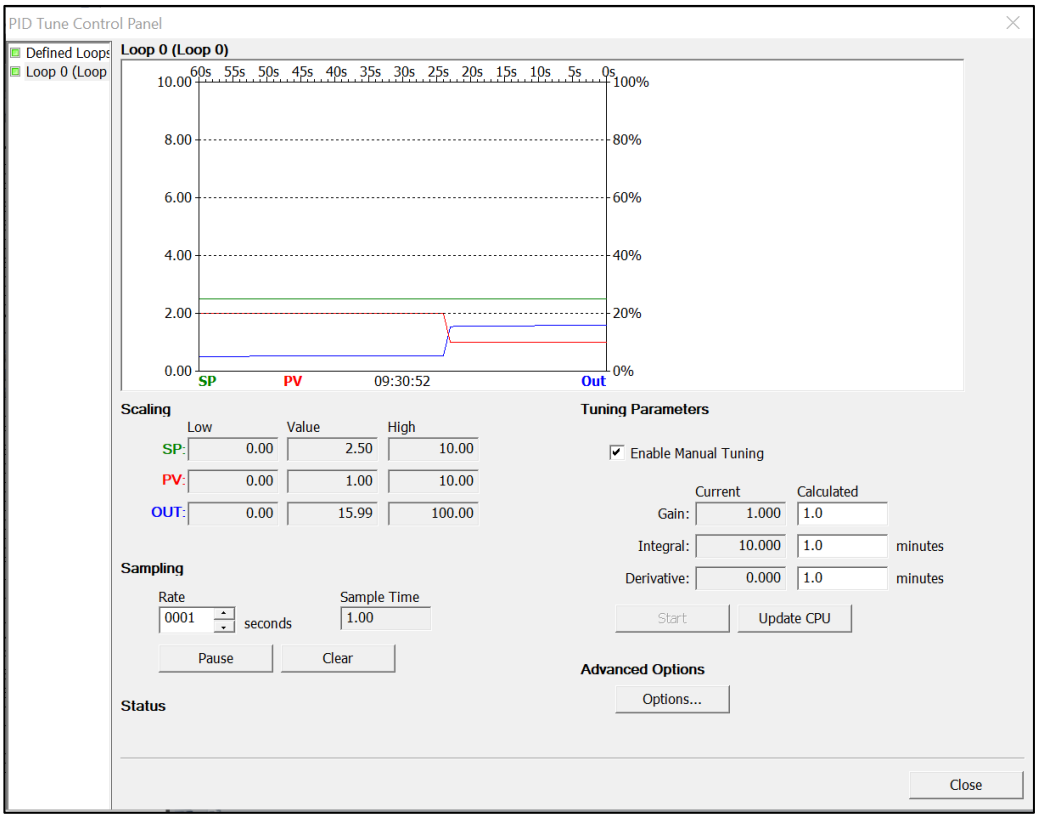
Early in the auto-tuning process, the output step value is proportionally adjusted once to induce subsequent peak-to-peak swings of the PV to more closely match the desired deviation amount. The auto-tuning sequence will be terminated with an error, if the time between zero crossings exceeds the zero-crossing watchdog interval time. The default value for the zero-crossing watchdog interval time is two hours.

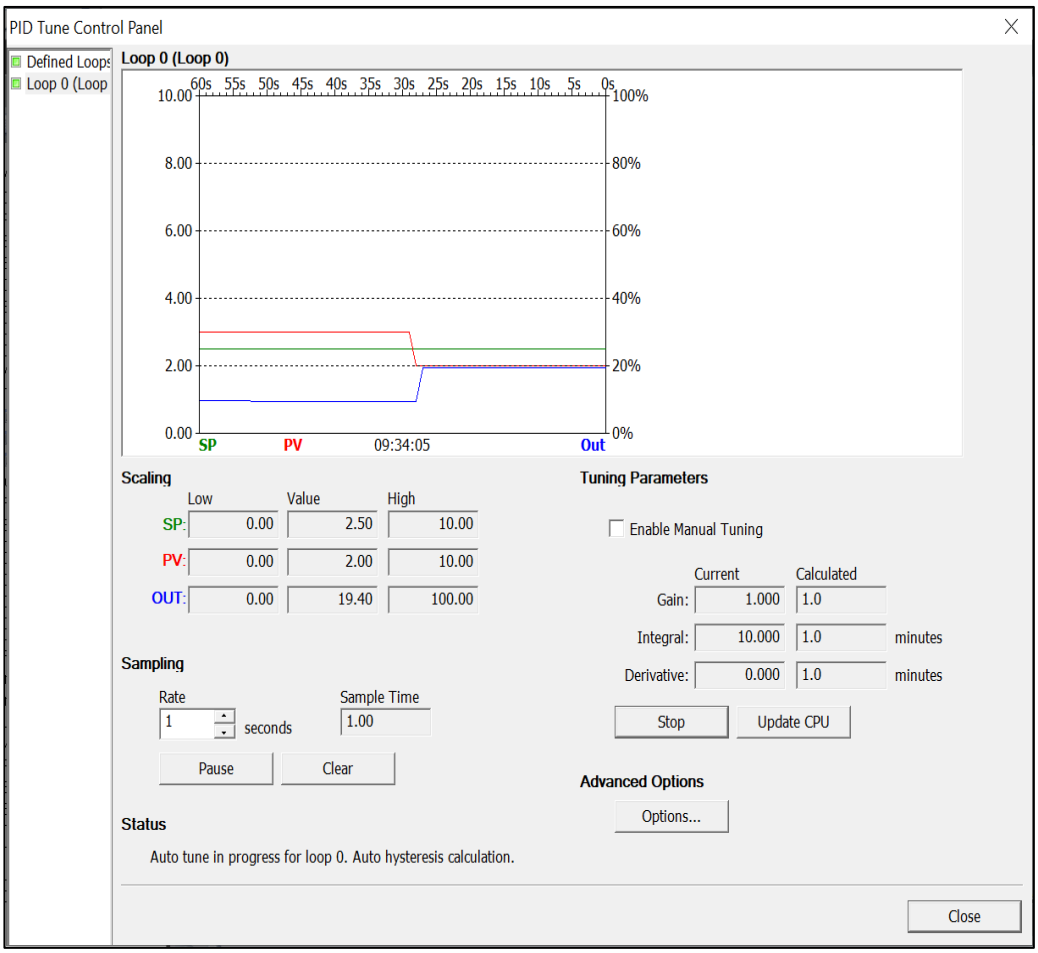
PID Tuned Control Panel

The PID control panel includes the following fields:

- Current values: The values of the SP (Set point), PV (Process Variable), OUT (Output), Sample Time, Gain, Integral time, and Derivative time are displayed. The SP, PV, OUT is shown in green, red, and blue, respectively; the same color legend is used to plot the PV, SP, and OUT values.
- Graphical display: The graphical display shows color-coded plots of the PV, SP, and Output as a function of time. The PV and SP share the same vertical scale which is located at the left-hand side of the graph while the vertical scale for the output is located on the right-hand side of the graph.
- Tuning Parameters: At the bottom left-hand side of the screen are the Tuning Parameters (Minutes). Here, the Gain, Integral Time, and Derivative Time values are displayed. You click in the "Calculated" column to modify any one of the three sources for these values.
- "Update CPU" button: You can use the" Update CPU" button to transfer the displayed Gain, Integral Time, and Derivative Time values to the CPU for the PID loop that is being monitored. You can use the "Start" button to initiate an auto-tuning sequence. Once an auto-tuning sequence has started, the "Start" button becomes a "Stop" button.







2.4 Error handling

a. A compile error occured, check non-fatal errors for more information.

➢ For resolving this type of error change your Region and Language in control panel and restart your computer and download.

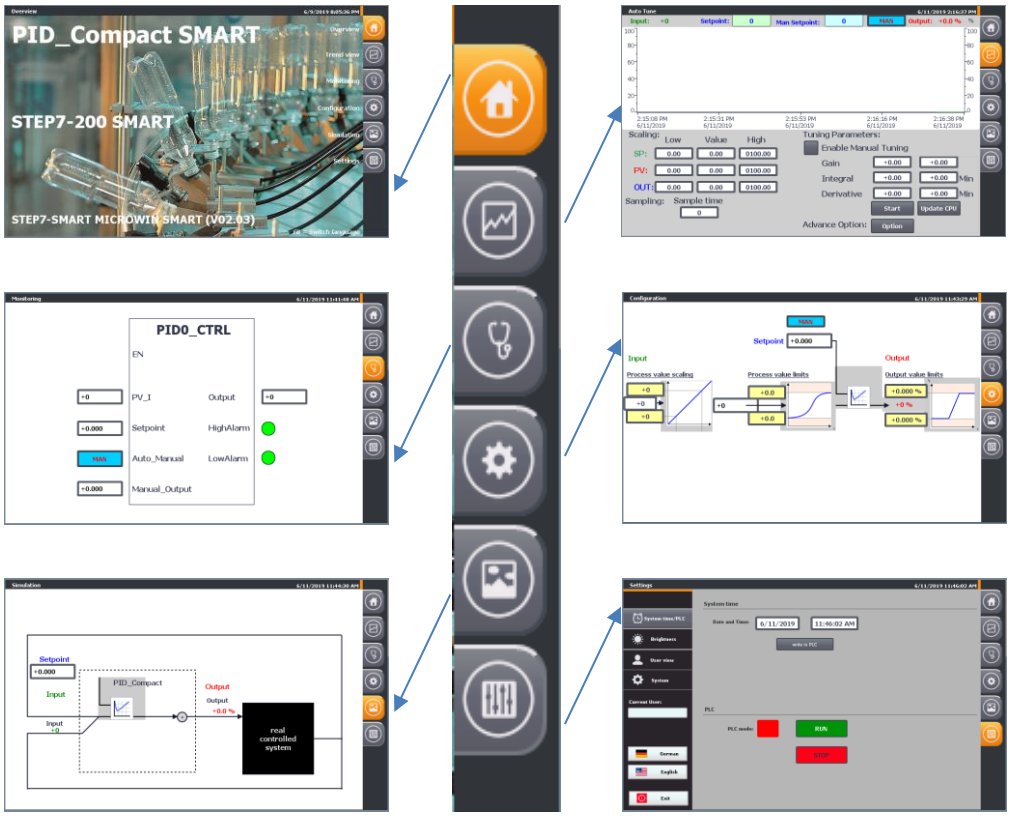
b. This POU contains one or more invalid references to parameterized subroutines.

➢ For resolving this, delete present PID block and add new one.

3 Operation of the application example

3.1 Overview

Overview and description of the interface



The user interface is made up of 6 menus:

- Start screen (overview)
- Trend view
- Monitoring
- Configuration
- Simulation
- Settings

3.1.1 Overview (start screen)

The overview screen provides information on the topic dealt with.
Configuration is performed with STEP 7 V15.1 (TIA Portal). The operation of the right menu bar is also explained. It is available in every screen

 Takes you to the overview screen (this screen).

 Takes you to the trend view.

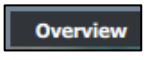
 Takes you to the monitoring.

 Takes you to the configuration.

 Takes you to the simulation.

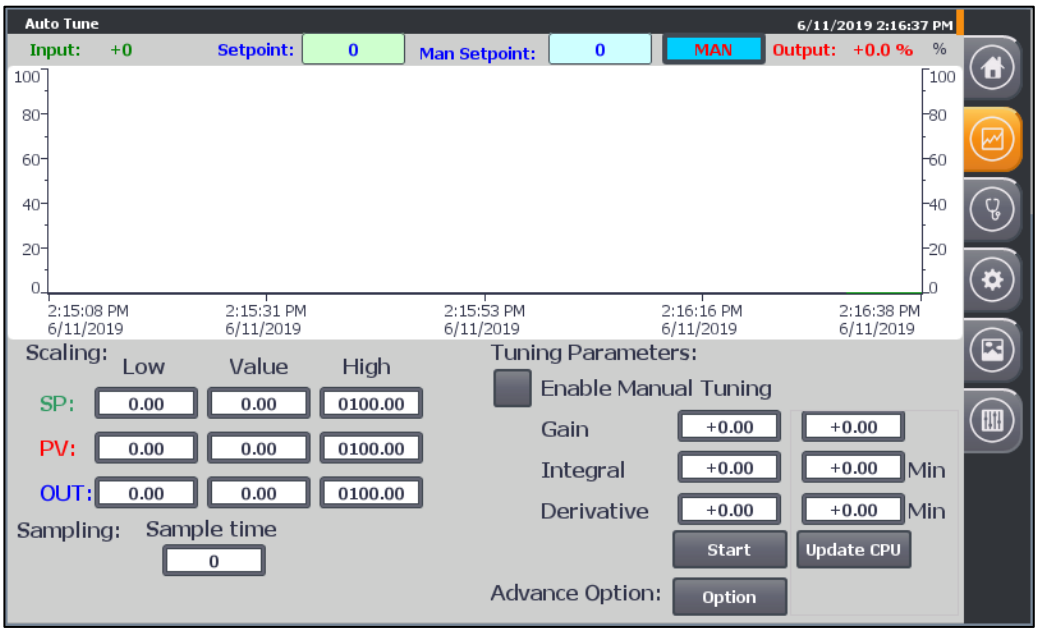
 Takes you to the system functions.

With F8 you can switch between German and English.

The currently selected menu is indicated by the orange background of the symbol: e.g.  (for the overview screen) or the title in the header line (left): 

The header line is also visible in each image.

3.1.2 Trend view



The "Trend view" image shows the time course over 90 seconds.

- of the setpoint **Setpoint** (scale left)
- of the process value **Input** (scale left)
- the manipulated variable **Output** (scale right)

Manual mode

Use 

to change to manual mode.
In manual mode, you can enter the manipulated variable directly via the manual value (value range 0 to 100).

Automatic mode

Use 

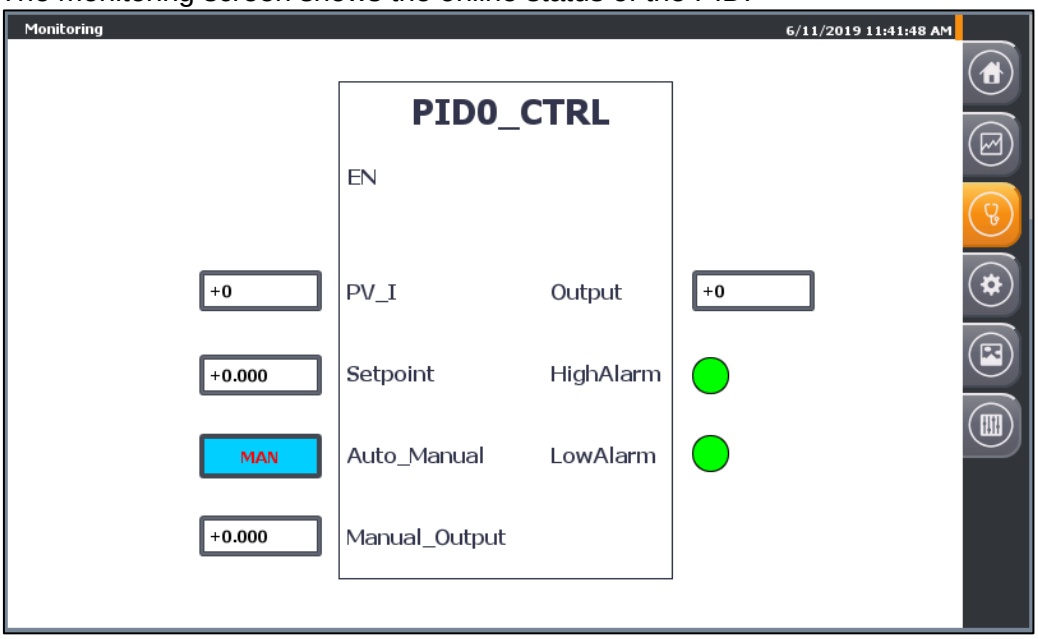
to change to automatic mode.

Use 

to set the setpoint in automatic mode.

3.1.3 Monitoring

The monitoring screen shows the online status of the PID.



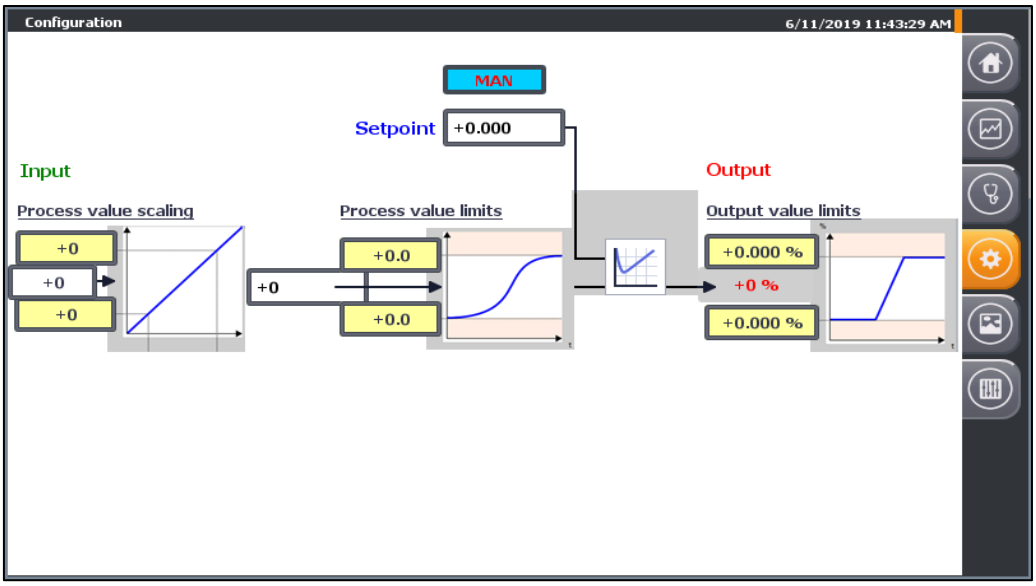
You can view all input and output values.

Edit the following parameters:

- PV_I value.
- Setpoint in automatic mode.
- On/Off switching of manual operation.
- Manual Output value.

3.1.4 Configuration

The configuration mask is based on the basic settings of the configuration wizard.



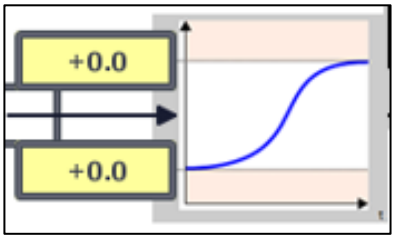
Here you can change the following settings during runtime:

Basic settings

Process value settings

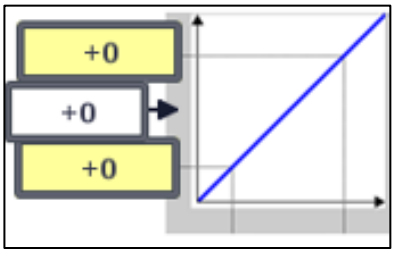
- Process value limits

  Editing the upper and lower limits of the process value



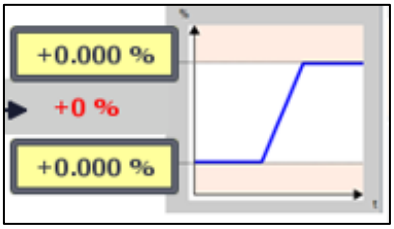
- Process value scaling.

  Editing of analog and scaled upper and lower process values

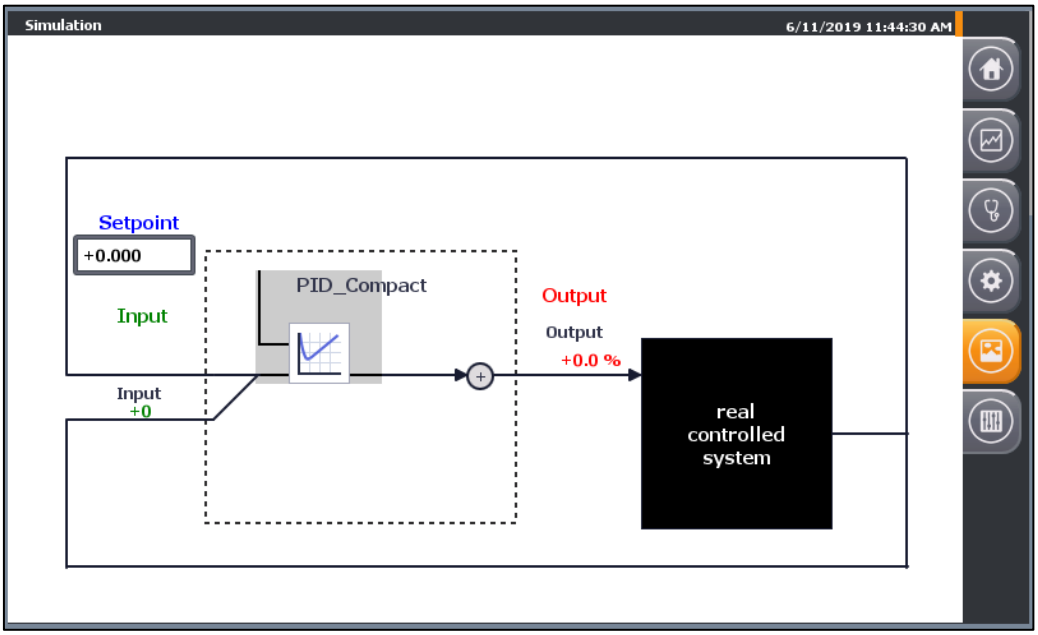


- Output value limits.

  Editing the upper and lower limits of the output value



3.1.5 Simulation



The block diagram of the PID control is shown with:

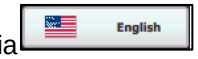
- The setpoint "Input" as floating-point number.
- The output of the manipulated variable as a percentage floating point number "Output".

3.1.5 Settings

The settings menu consists of the following screens

- System time / CPU
- Brightness
- User
- System

Via  you can select "German" as the display language.

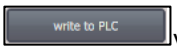
Via  you can select "English" as the display language.

Via  you end the HMI runtime.

Time setting/CPU

The application example has a time synchronization between CPU and HMI.

Via  you can edit the date and via  the time.

Via  you accept these settings and set the CPU system time.

The current CPU operating state is displayed via 

4 Appendix

4.1 Service and support

Industry Online Support

Do you have any questions or need assistance?

Siemens Industry Online Support offers round the clock access to our entire service and support know-how and portfolio.

The Industry Online Support is the central address for information about our products, solutions and services.

Product information, manuals, downloads, FAQs, application examples and videos – all information is accessible with just a few mouse clicks: support.industry.siemens.com

Technical Support

The Technical Support of Siemens Industry provides you fast and competent support regarding all technical queries with numerous tailor-made offers
– ranging from basic support to individual support contracts. Please send queries to Technical Support via Web form:
www.siemens.com/industry/supportrequest

SITRAIN – Training for Industry

We support you with our globally available training courses for industry with practical experience, innovative learning methods and a concept that's tailored to the customer's specific needs.

For more information on our offered trainings and courses, as well as their locations and dates, refer to our web page:
www.siemens.com/sitrain

Service offer

Our range of services includes the following:

- Plant data services
- Spare parts services
- Repair services
- On-site and maintenance services
- Retrofitting and modernization services
- Service programs and contracts

You can find detailed information on our range of services in the service catalog web page:
support.industry.siemens.com/cs/sc

Industry Online Support app

You will receive optimum support wherever you are with the "Siemens Industry Online Support" app. The app is available for Apple iOS, Android and Windows Phone:
support.industry.siemens.com/cs/ww/en/sc/2067

4.2 Support

Siemens Ltd
DI FA AS
Thane Belapur Road
Thane 400601, India

Application Center
SUP FA
Email: rginslpresales-fa.in@siemens.com

4.3 Links and literature

Table 4-1

No.	Topic
\1\	Siemens Industry Online Support https://support.industry.siemens.com
\2\	Link to this entry page of this application example https://support.industry.siemens.com/cs/ww/en/view/Entry ID
\3\	

4.4 Change documentation

Table 4-2

Version	Date	Modifications
V1.0	MM/YYYY	First version