ICONICS 10.96

Getting Started | GENESIS64™

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GENESIS64

Getting Started

Version 10.96

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1 GENESIS64 OVERVIEW

1.1 Introduction

Welcome to ICONICS GENESIS64™, a powerful, 64-bit, Web-enabled, OPC HMI/SCADA suite. GENESIS64 takes full advantage of the convergence of 64-bit-based computing machinery, the release of new Microsoft operating systems and the growing customer demand for engaging three-dimensional graphic visualization of business processes.

GENESIS64 includes several solutions that allow for connectivity from the plant floor to corporate business systems to provide a 360-degree view of an entire organization. It was designed from the ground up to utilize new Microsoft technologies including:

- Microsoft.NET
- Windows Presentation Foundation (WPF)
- 3D Hardware-accelerated Visualization
- Windows Communication Foundation (WCF)
- OPC Unified Architecture (OPC UA)
- Windows User Access Control (UAC) Persistence
- Windows Search and Organize
- Windows Multitouch
- Microsoft Bing™ Maps

ICONICS GENESIS64 suite is comprised of the following products:

- GraphWorX™64
- AlarmWorX™64
- TrendWorX™64
- EarthWorX™
- AssetWorX™
- GridWorX™
- FDDWorX™
- ScheduleWorX™64
- Workbench™
- WebHMI
- ReportWorX64
- ReportWorX Express
- ReportWorX 365
- RecipeWorX

- AlertWorX
- KPIWorX
- System Health
- Data Explorer

This *Getting Started* manual explains how you can:

- Install the GENESIS64 software.
- Familiarize yourself with and start using the Workbench multi-functional, centralized Web-based environment
- Access online help and technical support.

Note: This manual is an abbreviated version of the full GENESIS64 Help documentation, which is available in the GENESIS64 Product help.

1.2 What Is GENESIS64?

GENESIS64 is a suite of tools that you can use to create state display and control software for equipment, machinery, or devices that use the OPC open process control standards of the OPC Foundation. OPC standards exist for both real-time data, alarms, and events, as well as for historical data that can be logged and replayed at a later date.

1.3 What Is OPC UA?

OPC is a standards-based approach for connecting data sources (e.g., PLCs, controllers, I/O devices, databases, etc.) with HMI client applications (graphics, trending, alarming, etc.). It enhances the interface between client and server applications by providing a universally supported and well-documented mechanism to communicate data from a data source to any client application. Included are not only a detailed guide on how to pass the data, but also specific information on other attributes to supplement those data, such as range information, data type, quality flags, and date and time information.

OPC UA or "Unified Architecture" unites legacy OPC standards such as OPC-AE (Alarm & Events), OPC-DA (Data Access), and OPC-HDA (Historical Data Access) into one complete specification.

The GENESIS64 automation suite supports these legacy protocols transparently, which incorporates newer communication standards while retaining backwards compatibility.

Any OPC client application can connect to any OPC server. In other words, OPC offers true Plug-and-Play capability in the fields of HMI and industrial automation. OPC server types include OPC Data Access (DA), OPC Alarm and Events (AE), and OPC Historical Data Access (HDA).

2 SYSTEM REQUIREMENTS

Before installing any products please make sure you have the correct prerequisites installed.

ICONICS Suite

ICONICS advanced visualization, productivity, and sustainability solutions are built on its flagship products: GENESIS64™ HMI/SCADA, Hyper Historian™ plant historian, AnalytiX® solution suite and MobileHMI™ mobile apps. ICONICS is leading the way in cloud-based solutions with IoTWorX™, which helps customers embrace the Internet of Things (IoT) and Industry 4.0. This end-to-end software solution provides remote cloud monitoring and analytics via low-cost IoT gateway devices. Delivering information anytime, anywhere, ICONICS solutions scale from the smallest standalone embedded projects to the largest enterprise applications.

ICONICS System Requirements vary between:

- **Minimum Requirements**
- **Medium-powered Requirements**
- **High-powered Requirements**

System Requirements - Minimum Requirements

CPU

Dual Core 64-bit processors (e.g., AMD Athlon 64 X2, Intel Xeon, and AMD Phenom)

Memory

4 GB of RAM is required (6 GB Recommended)

Note: It is recommended that the system page file size be a minimum of four (4) times the size of installed (physical) RAM.

Note: It is recommended that the virtual memory allotment be two times the amount of physical memory (RAM) on the system.

Hard Disk

At least 4 GB free hard disk space is required (10 GB Recommended)

Drive

DVD Drive for Installation

Video Card

Onboard Video Memory (256MB) Display resolution minimum - 1024x768, 32-bit color

DirectX 9 or 10 Video Card or better

Operating System

- Windows 10 x64 (Pro or Enterprise Edition)
- Windows 8.1 x64 (Pro or Enterprise Edition)
- Windows 7 SP1 x64 (Professional or Enterprise Edition)
- Windows Server 2019
- Windows Server 2016 x64

- Windows Server 2012 R2 x64
- Windows Server 2012 x64

Note: Windows 10 Anniversary Update is required for MobileHMI UWP app.

Note: Server-class operating system highly recommended for web hosting and AnalytiX features.

.NET Framework

Microsoft .NET Framework 4.7.2

Web Server/Access

Microsoft Internet Information Services (IIS) 7.0 or higher

Edge, Internet Explorer,Firefox, Safari, or Chrome

SQL Server

- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012 R2

Notes:

- The connection to SQL Server data source may be either local or remote.
- ICONICS supports SQL databases with encryption.

System Requirements - Medium-powered Requirements

CPU

Quad Core 64-bit processors or better (e.g., AMD Athlon 64 X2, Intel Xeon, and AMD Phenom)

Memory

8 GB of RAM or higher

Note: It is recommended that the system page file size be a minimum of four (4) times the size of installed (physical) RAM.

Note: It is recommended that the virtual memory allotment be two times the amount of physical memory (RAM) on the system.

Hard Disk

At least 4 GB free hard disk space is required (10 GB Recommended)

Drive

DVD Drive for Installation

Video Card

Onboard Video Memory (500MB) Display resolution minimum - 1024x768, 32-bit color

DirectX 9 or 10 Video Card or better

Operating System

- Windows 10 x64 (Pro or Enterprise Edition)
- Windows 8.1 x64 (Pro or Enterprise Edition)
- Windows 8 x64 (Pro or Enterprise Edition)
- Windows 7 SP1 x64 (Professional or Enterprise Edition)

- Windows Server 2019
- Windows Server 2016 x64
- Windows Server 2012 R2 x64
- Windows Server 2012 x64

Note: Windows 10 Anniversary Update is required for MobileHMI UWPapp.

Note: Server class operating system highly recommended for web hosting and AnalytiX features.

.NET Framework

Microsoft .NET Framework 4.7.2

Web Server/Access

Microsoft Internet Information Services (IIS) 7.0 or higher

Edge, Internet Explorer, Firefox, Safari, or Chrome

SQL Server

- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012 R2
- Microsoft SQL Server 2008 R2 SP1

Notes:

- The connection to SQL Server data source may be either local or remote.
- ICONICS supports SQL databases with encryption.

System Requirements - High Powered Requirements

CPU

Quad Core 64-bit processors or better (e.g., AMD Athlon 64 X2, Intel Xeon, and AMD Phenom)

Memory

16 GB of RAM or higher

Note: It is recommended that the system page file size be a minimum of four (4) times the size of installed (physical) RAM.

Note: It is recommended that the virtual memory allotment be two times the amount of physical memory (RAM) on the system.

Hard Disk

At least 4 GB free hard disk space is required (10 GB Recommended)

Drive

DVD Drive for Installation

Video Card

Onboard Video Memory (1GB) Display resolution minimum - 1920x1080, 32-bit color

DirectX 9 or 10 Video Card or better

Operating System

Windows 10 x64 (Pro or Enterprise Edition)

Windows 8.1 x64 (Pro or Enterprise Edition)

Windows 8 x64 (Pro or Enterprise Edition)

Windows 7 SP1 x64 (Professional or Enterprise Edition)

Windows Server 2019

Windows Server 2016 x64

Windows Server 2012 R2 x64

Windows Server 2012 x64

Note: Windows 10 Anniversary Update is required for MobileHMI UWP app.

Note: Server class operating system highly recommended for web hosting and AnalytiX features.

.NET Framework

Microsoft .NET Framework 4.7.2

Web Server/Access

Microsoft Internet Information Services (IIS) 7.0 or higher

Edge, Internet Explorer, Firefox, Safari, or Chrome

SQL Server

Microsoft SQL Server 2017

Microsoft SQL Server 2016

Microsoft SQL Server 2014

Microsoft SQL Server 2012 R2

Microsoft SQL Server 2008 R2 SP1

Notes:

1. The connection to SQL Server data source may be either local or remote.
2. ICONICS supports SQL databases with encryption.

NOTE: The requirements described above are based on typical applications. Depending

on your specific application, the minimum requirements may vary.

Optional Hardware

- Ethernet adapter, WiFi card, or cellular 3G/4G
- USB port (for hardware license)
- Serial COM ports or other adapters (for data I/O)

Uninstalling

It is recommended by ICONICS to use Add/Remove Applications from Control Panel to uninstall the applications. Since applications are registered in the registry, Add/Remove uninstalls the product and makes the required registry changes for you.

If you uninstall some common components that are used by the product, you may be required to register those components again or simply reinstall the product.

NOTE: Do not delete the files and directories manually; doing so will leave the registry entries intact and interfere with future installations. Please use the uninstall feature of the operating system!

3 INSTALLING GENESIS64

The following steps detail the GENESIS64 system installation.

GENESIS64's installation uses a standard InstallShield installer to provide you with options for installing components, adding new or existing users, configuring the database engine that you use and the size of the tables that are created, and more.

Warning: Prior to installation, verify that the system meets minimum hardware and software requirements, as described in the System Requirements section. Installation will abort if the minimum requirements are not met.

Note: You cannot install any 10.8x and later product from Remote Desktop when using a shared drive. In such instances, it is suggested that you copy the installation's sources to a local drive or share the drive via Windows networking rather than via Remote Desktop.

Important Note: Uninstall previous versions of GENESIS64 before installing the latest version of GENESIS64.

3.1 Starting the Installation Process

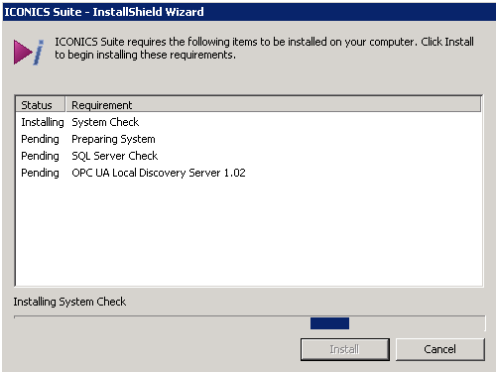
Note: Installations of Internet Information Services differ depending on the operating system, but can be found in the Server Manager under Roles in Windows Server 2012 or later and should be turned on.

To Install GENESIS64:

1. Insert the installation DVD into your optical drive. The installer opens if auto start is operating correctly. If not, open the DVD drive window and double-click the **Default.hta** file icon. Select “GENESIS64 Installation”. The Prerequisites Installer Dialog appears.
2. Choose ‘Install’. This installs everything needed for running GENESIS64. If you don’t have SQL Server 2018 installed locally, you are prompted to install it. (You can choose **No** if you plan on using an older version of SQL Server, or you are going to use remote SQL Server).

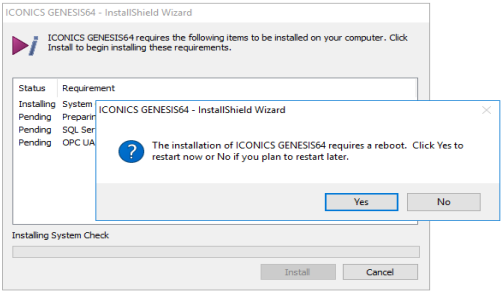
The **ICONICS GENESIS64 – InstallShield Wizard** window appears.

3. Click on the **Install** Button



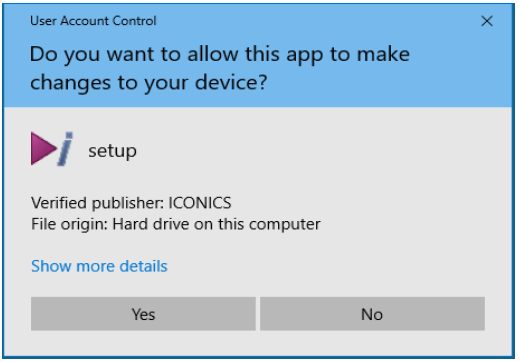
A message appears that reads, 'ICONICS GENESIS64 installation requires a reboot.'

4. Click the **Yes** Button.

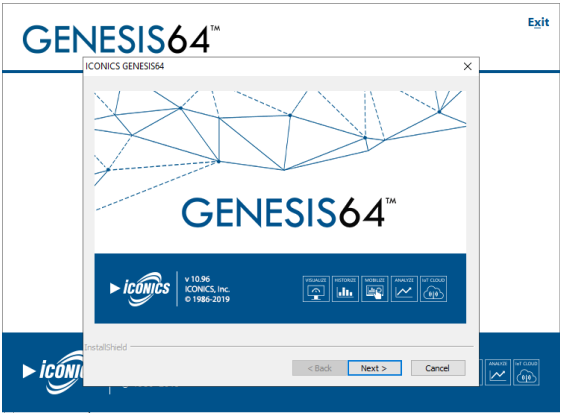


After restart, the 'User Account Control' window appears.

5. Click the **Yes** Button to continue the installation.

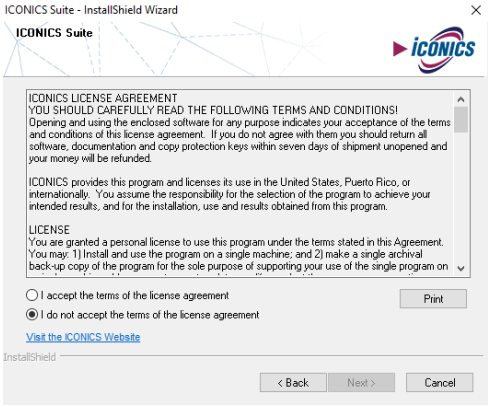


6. In the Welcome Dialog, click the **Next** button to view the License Agreement step.



7. Read the License Agreement.
8. If you agree to the terms and conditions, click the "**I accept the terms of the license agreement"** radio button.

9. Click the **Next** button to continue.



10. In the Setup Type Dialog, select the type of setup you wish to perform: **Typical** or **Custom**.

    - **Typical** installation installs most of the components of GENESIS64.

    - **Custom** installation allows you to choose the components to be installed.

Since the Setup procedure varies slightly depending on the installation type you choose, the installation of each is described fully in the two sections that follow. Refer to “Typical Installation” on the next page or “Custom Installation” later within this section.

3.2 Typical Installation

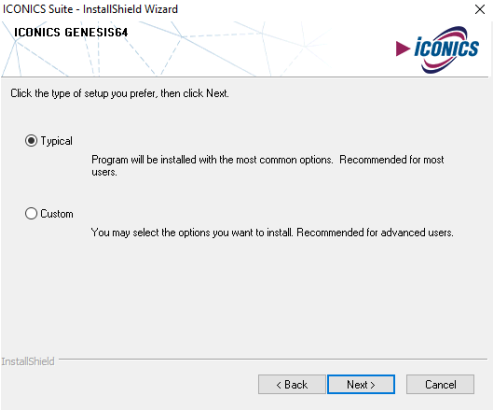
Typical installation is intended to install all of the GENESIS64 applications and tools. It creates all of the supporting databases as necessary.

You need to provide the correct database connection and logon information. Once those steps are completed, the installation does not require as much of your attention.

If you are installing GENESIS64 on a system that has a previous version of ICONICS products already installed, uninstall the older version before installing GENESIS64. If you have uninstalled a previous version, Setup leaves the database files intact on your system for you to use at a future date. Typical installation asks you if you want to overwrite or leave the supporting database files.

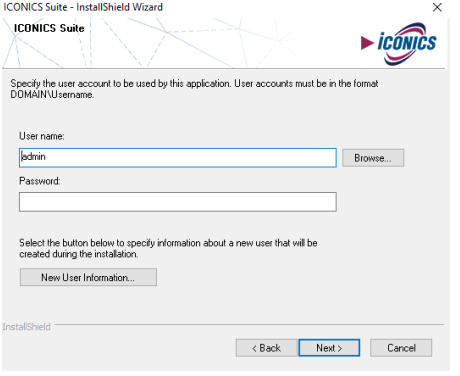
To perform a typical installation:

1. Click the Typical radio button in the Setup Type dialog box described above. Setup evaluates your system for compliance with the requirements, and then posts a confirmation dialog box.

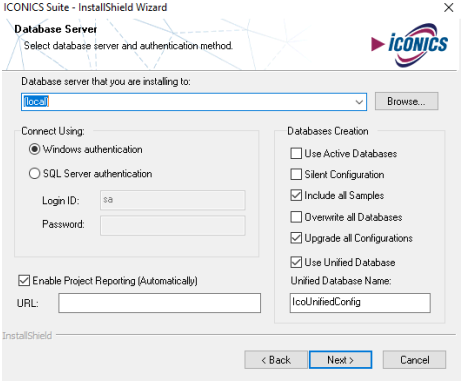


2. The Logon Information screen appears. Enter the requested user name/password info. hen click **Next**.

Note: From the Logon Information Dialog, you can choose to use either a local machine account or a domain security account, as well as create a new user or use an existing user account.

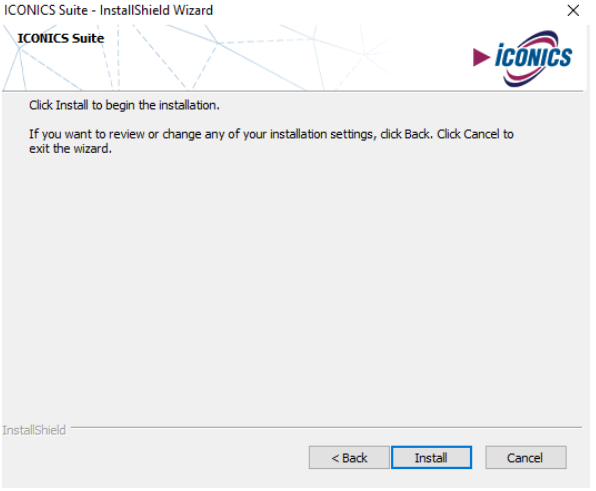


3. Clicking **Next** brings up the Database Server Dialog. Here you can select local or remote database together with database settings and the authentication that server database is secured under.
4. Click **Next**. At this time, additional components are installed automatically.

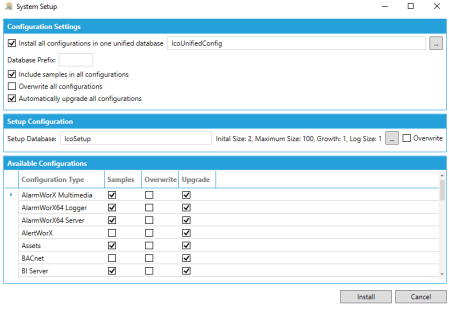


- **Use Active Databases** – Databases from previous installation of Genesis64 will be attached to this installation
- **Silent Configuration** – Databases will be installed with selected setting and there won't be additional dialog with advanced database setting
- **Include all Samples** – Install sample data that you can experiment with
- **Overwrite all Databases** – Overwrite older Databases
- **Upgrade all Configurations** – Automatically update all configurations to their most recent version
- **Use Unified Database** – Install all configuration in one unified database
- **Enable Project Reporting** – Enable and setup Project Reporting on SQL server if possible (Project Reporting is supported on SQL 2008 R2 and higher)

When the **ICONICS GENESIS64 – InstallShield Wizard window** pops up , click on the **Install** Button

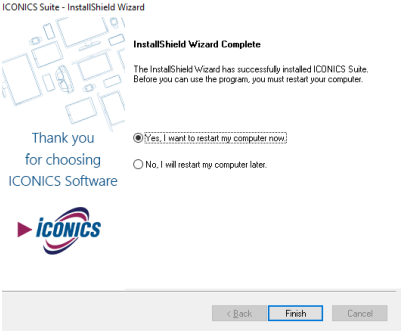


5. The **System Setup** Dialog will now appear. You can either leave the **Include all samples** checkbox enabled (in order to install sample data that you can experiment with) or disable this checkbox to install blank tables. Advanced configuration will allow settings for additional sizing options on the database and log files. You can enable Unified database (one database that contains all the configurations) and also you can enable Overwrite all (overwrite all existing databases), or you can use Upgrade automatically all database configurations (existing databases will be automatically upgraded to the newest version).



6. Click the **Install** button to continue the installation.

7. After completing the installation, the Wizard Completed dialog box appears. Click the **Finish** button.



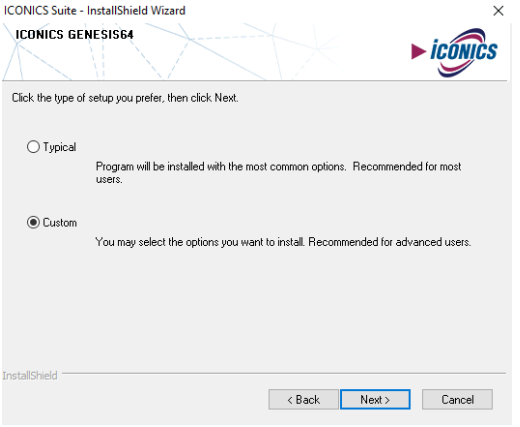
Note: It is recommended that you restart your system, although not required.

If the installation seems to hang, check to see that there are not any alert boxes posted that require dismissal prior to completing the installation.

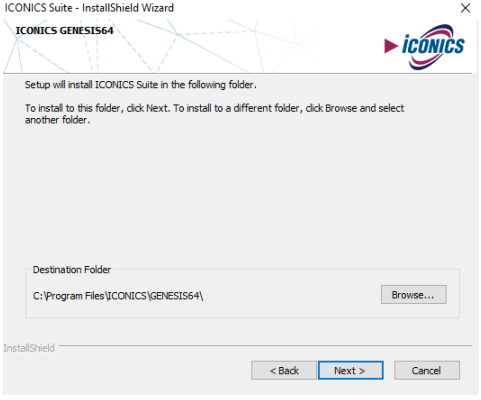
3.3 Custom Installation

Custom installation varies slightly from the Typical/Complete installation in that you select the components you wish to install.

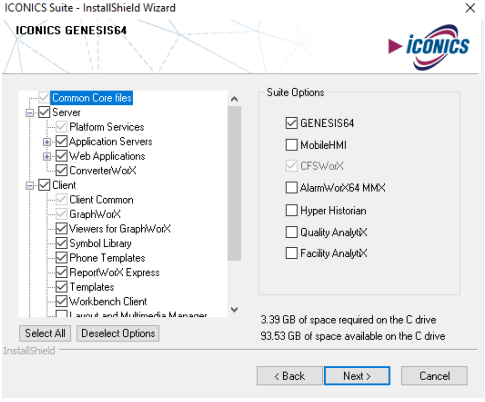
1. Select the **Custom** installation Setup Type.



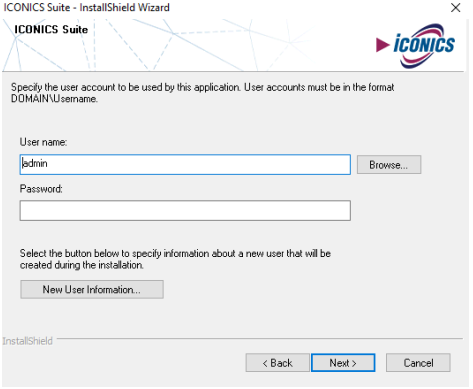
2. You will then be prompted to select the Destination Location. Specify the destination by selecting Browse, or select **Next** if the default location is correct.



3. Click the checkboxes to install your selected components.



4. Click **Next** and specify the user account to be used by this application.

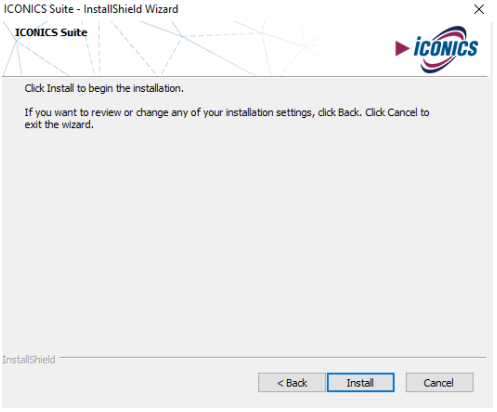


5. Click the **Next** button to continue the installation.
6. In the Database Server Dialog you can select local or remote database together with database settings and authentication that is the database server secured under.

   - **Use Active Databases** – Databases from previous installation of Genesis64 will be attached to this installation
   - **Silent Configuration** – Databases will be installed with selected setting and there won't be additional dialog with advanced database setting
   - **Include all Samples** – Install sample data that you can experiment with
   - **Overwrite all Databases** – Overwrite older Databases
   - **Upgrade all Configurations** – Automatically update all configurations to their most recent version
   - **Use Unified Database** – Install all configuration in one unified database

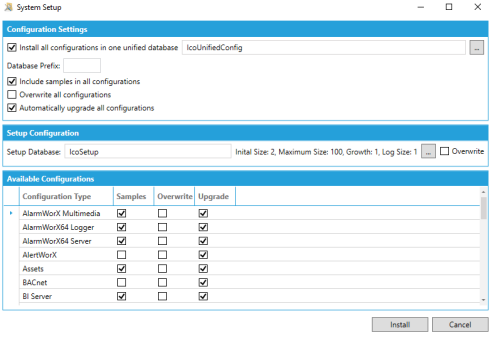
- **Enable Project Reporting** – Enable and setup Project Reporting on SQL server if possible (Project Reporting is supported on SQL 2008 R2 and higher)

7. The **Database and Services Setup** Dialog will now appear. You can either leave the **Include all samples** checkbox enabled (in order to install sample data that you can experiment with) or disable this checkbox to install blank tables. Advanced configuration will allow settings for additional sizing options on the database and log files. You can enable Unified database (one database that contains all the configurations) and also you can enable Overwrite all (overwrite all existing databases).
8. When the **ICONICS GENESIS64 – InstallShield Wizard window** pops up , click on the **Install** Button

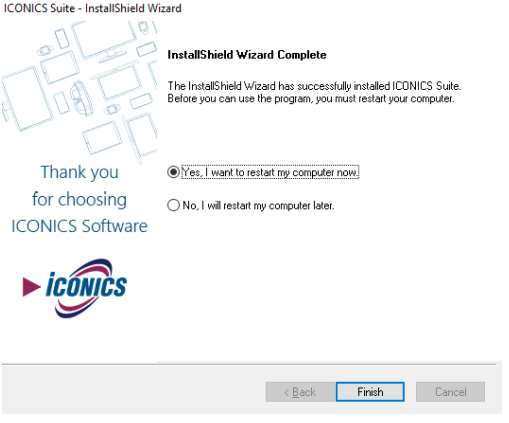


The System Setup Dialog will now appear. You can either leave the Include all samples checkbox enabled (in order to install sample data that you can experiment with) or disable this checkbox to install blank tables.

Advanced configuration will allow settings for additional sizing options on the database and log files. You can enable Unified database (one database that contains all the configurations) and also you can enable Overwrite all (overwrite all existing databases), or you can use Upgrade automatically all database configurations (existing databases will be automatically upgraded to the newest version).



9. After completing the installation, the Wizard Completed dialog box appears. Click the **Finish** button.



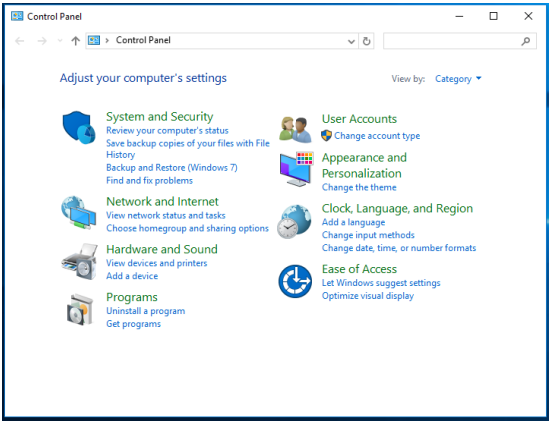
3.4 Uninstalling GENESIS64

The GENESIS64 software can be uninstalled (removed) from the system. It is recommended that you back up all of your project-related files before uninstalling. If your operating system requires a login, you must log in with administrator capability to uninstall. Uninstalling GENESIS64 Software (or its components) will *not* uninstall the Licensing software. Your valid license will remain activated on your PC.

It is recommended by ICONICS to use Add/Remove Applications from Control Panel to uninstall the applications. Since applications are registered in the Registry, Add/Remove uninstalls the product and makes the required Registry changes for you. If you uninstall some common components that are used by the product, you may be required to register those components again or simply reinstall the product.

To uninstall GENESIS64: From the Windows **Start** menu, select **Settings** > **Control Panel**. Double-click **Programs and Features**. From the list of programs that you can remove, select **ICONICS GENESIS64**. Click **Change/Remove or Uninstall** to remove GENESIS64 and all of its components. Select **Remove,** and then click the **Next** button. When the files are removed, the uninstall program will indicate that the process is complete.

If the **Control Panel** is not found under **Settings,** right click on **Start button** and select **Control Panel.** In the Control Panel window, under **Programs** choose '**Uninstall a program" option.** Right-click on **GENESIS64** and all of its components and choose uninstall option



When the files are removed, "**Uninstall Complete"** message will pop up. Click on **Finish** button

Note: Do not delete the files and directories manually; doing so will leave the Registry entries intact and interfere with future installations. Please use the uninstall feature of the operating system!

4 ICONICS SOFTWARE LICENSING

4.1 Software and Hardware Keys

AnalytiX licensing is handled by a *software key license registration system* that does not require a hardware protection key. However, ICONICS does offer an optional *hardware key* which you can purchase.

4.1.1 Software Licensing

The software key is a licensing key that resides on the hard drive of a computer. Each software key is used on a single, specific computer and is used only once. It is activated using a Site Key (license file) that is tied to the computer that is being licensed.

An activated license is required to use the software in full production mode. This license designates which products may be used, as well as the I/O point-count limit that controls the number of active data points (tags) that can be used by a system.

For important details about registering and activating software licenses for your AnalytiX installations, refer to the **ICONICS .NET Licensing Readme.htm** file, which is available on your AnalytiX installation DVD (and as a link from the disc's Info Center).

4.1.2 Hardware Key

The optional hardware key is a USB thumb drive (or flash drive) that you can move from system to system. AnalytiX recognizes the hardware key on the system you have the key attached to. A hardware key is easier and is a more reliable way of moving a license from one machine to another than a software key.

Upon insertion of the USB key into an available USB port, the necessary drivers are automatically loaded.
A green status light will illuminate upon successful connection. Should the USB key be missing or unplugged during operation of AnalytiX software, plug the USB key back in either within an hour of removal or upon system reboot; otherwise the hardware-based license will not be immediately recognized.

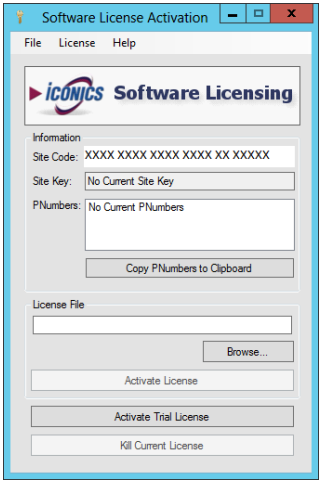
Should you require a replacement key, visit http://www.iconics.com/supportworx. New users must create an account through the ICONICS Web Licensing Utility in order to request replacement keys.

4.2 License Utility

The Software License Utility provides full authorization for use to any purchased AnalytiX product and its available options.

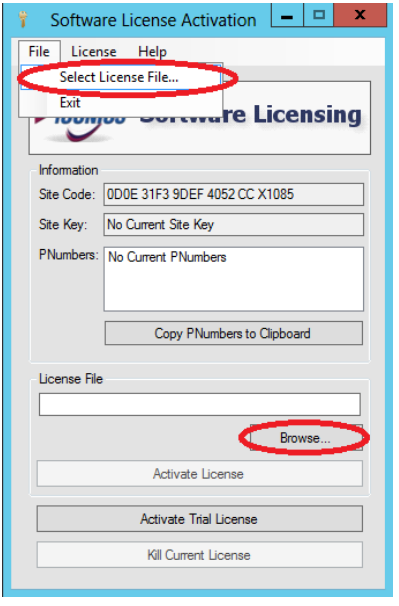
4.2.1 Running the License Utility

To launch the License Utility from the Windows **Start** menu, select **Programs** > **ICONICS .NET Licensing** > **License Utility**.



4.2.2 License File

Once you have opened the Software License Utility, you can browse for the Site Key (License File) itself. Either click on the **Browse…** button in the License File section of the window **OR** click on **File** in the top menu, then **Select License File….**

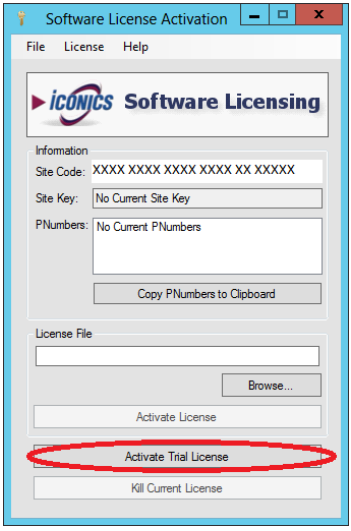


This brings up the Windows Explorer so that you may browse for the License File itself. Once you have located the file, double-click it or click **Open** to proceed.

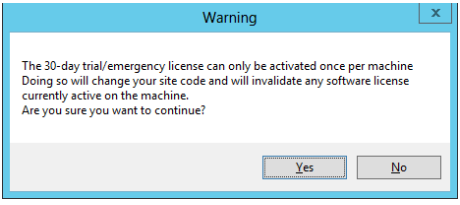
4.2.3 Activating the 30-day Trial/Emergency License

Within the License Utility (Software License Activation for .NET) dialog box, you can click on the **Activate Trial License** box to initiate a 30-day trial/emergency license.

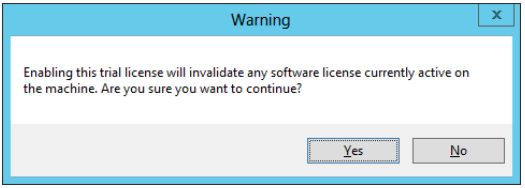
NOTE: This license can be activated only once per machine.



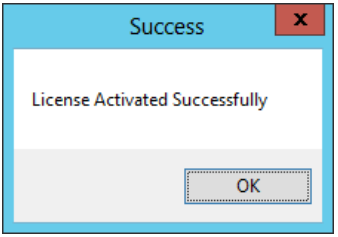
You will then see a warning about proceeding with activating the 30-day trial/emergency license. Click **Yes**, should you wish to proceed.

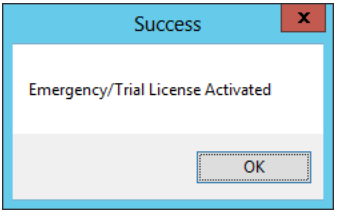


You will then see an additional warning confirming that you understand that enabling the trial license will invalidate any other software license that is currently active on the machine. Click **Yes** should you wish to proceed.



Once the 30-day trial/emergency license has been enabled, you will see the following messages:





The PC will then be authorized to run for a one-time only, 30-day backup period. The PC can be fully authorized at any time during or at the conclusion of this temporary backup period. Clicking **No** in the initial windows returns you to the License Utility (Software License Activation for .NET) dialog box and preserves the existing license.

Note: Temporary backup license authorization is intended for urgent backup situations only. Clicking OK invalidates the existing license and activates a temporary backup authorization, permanently overwriting any existing license.

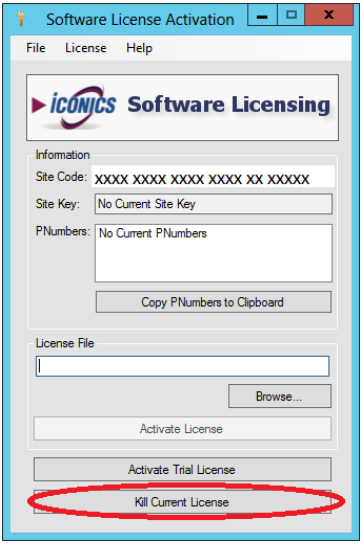
Thus, please use caution when activating a temporary backup license authorization.

4.2.4 Killing a Software Key License

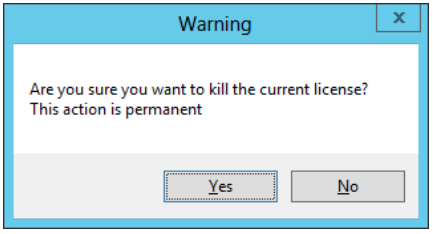
Killing a software key license deletes it and removes the current software license from the machine.

To Kill or Delete the Existing Software License:

1. Select **Kill Current License** within the License Utility (Software License Activation for .NET) dialog box. Using this option, you can remove the current software license from the current machine.



A warning message appears on the screen as shown in the figure below.



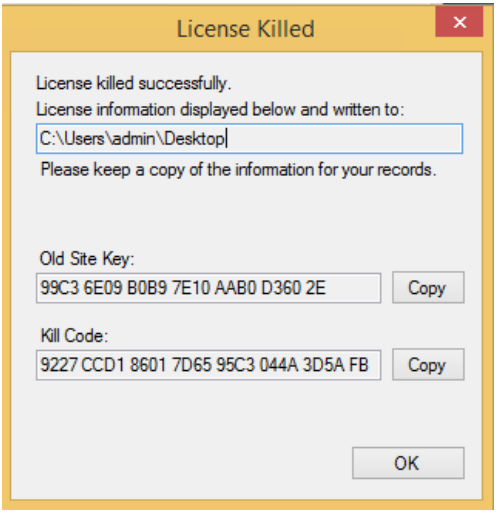
IMPORTANT: If you kill your license, you need to get a new license from ICONICS to restart your AnalytiX product.

2. Click **Yes** to continue, or click **No** to exit. Clicking **Yes** displays one of the following warning messages.

   If you are killing a *trial* or *emergency* license, once you click **Yes** you are done.

   Note: A trial or emergency license cannot be credited back to the web-based License Generator using the Kill Code.

   If you are killing a *permanent, registered* license, after you click **Yes**, the following warning message appears. Notice that the message lists the old Site Key, and a Kill Code. It also lists a .TXT file that has been written to the PC's desktop; the file name begins with "KillCode". This file contains the old Site Key and Kill Code that are listed in the message.



3. Click **Yes** to copy the Kill Code to the Windows Clipboard so that you can paste it elsewhere, such as in an email to ICONICS Support or on the ICONICS Web Licensing Utility. If you don't need to copy the Kill Code at this time, click **No**.

4. Look on the desktop for the KillCode*.TXT file. **Keep this file, and copy it to a safe location!** You will have to use the information it contains to confirm that you have killed your license (via either the ICONICS Order Entry Department or the ICONICS Web Licensing Utility).

5. Proceed with the online steps described in **4.4.3.1** “Killing a License via the ICONICS Web Licensing Utility”

Note: To reinstate a permanent license that you killed, you will need to provide the KillCode*.TXT file to ICONICS.

Note: If you uninstall the Software License Utility, the KillCode*.TXT file will be deleted. For this reason, make sure you copy the KillCode*.TXT file to a safe location or be sure to note or print its content before uninstalling the Software License Utility on the PC. [*** = Site Key that was killed.**]

4.3 License Viewer

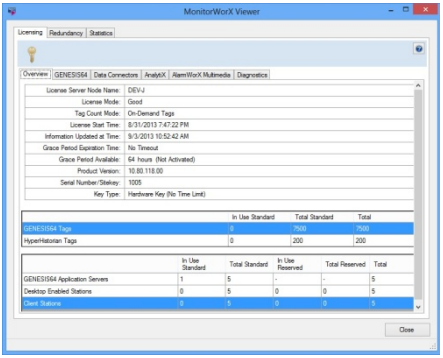
When you purchase licenses, the licenses are measured in a point count that determines the number of OPC tags that you can use in your application. One point count is used for most AnalytiX applications. There are two different modes for using tags in point counts:

- On-demand mode. A system for dynamically using licensed points, and then reusing the points as needed. The count at any instance includes only active points in use.
- Configure mode. A system in which all points are statically configured in a static central location, inside the Unified Data Manager. All configured points are counted against the point count.

The two mode types are not interchangeable and require you to buy a new license to upgrade your existing license status.

At any time, you can use the License Viewer to review the license status of ICONICS products installed on that computer. You can access the License Viewer by:

- From the Windows desktop: click **Start** > **All Programs** > **ICONICS Licensing** > **ICONICS .NET Licensing > MonitorWorX Viewer**.
- From the Workbench: from the **Tools** ribbon click the **Licensing** button. Or from the **File** menu, select **Tools**, and then **Licensing**. The License Viewer displays as shown in the following image.



The tab that displays initially is the **Overview** tab, where you can see general information about the license for the server that the node points to. You can view license information for **GENESIS64, AnalytiX, Data Connectors**, **BizViz products (under the AnalytiX tab)**, and **AlarmWorX Multimedia** product features by using the tabs for those products. To locate the nodes where individual product features are consuming the server's license counts, use the **Diagnostics** tab.

4.4 Web Licensing

You can use the ICONICS Web Licensing Utility to generate a new license, kill a license and transfer a license. One function of the ICONICS Web Licensing Utility is to use it to upgrade your license.

Supported operating systems for using the ICONICS Web Licensing Utility to upgrade your license include Windows 8 x64 (Professional or Enterprise Edition), Windows 7 x64 (Professional, Ultimate, or Enterprise Edition), Windows Server 2008 R2 x64, Windows Vista x64 SP2 (Business, Ultimate, or Enterprise Edition), Windows Server 2008 x64 or Windows Server 2003 x64. Using the utility will require Internet access and a web browser (e.g. Internet Explorer 6.0 and up).

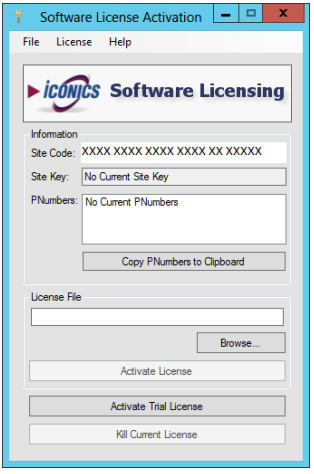
4.4.1 Acquiring a New Software License

Users of ICONICS software can use the ICONICS Web Licensing Utility to acquire a new software key license.

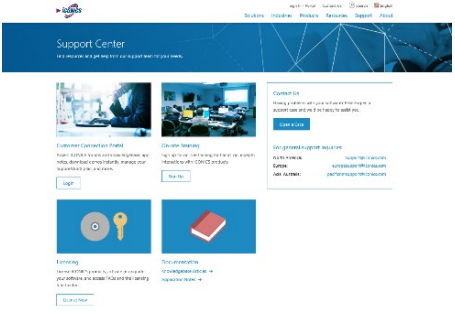
4.4.1.1 Issuing a New Software License

1. On the machine where you want the AnalytiX license to reside, open the License Utility by going to **Start** -> **Programs** -> **ICONICS Licensing** -> **ICONICS .NET Licensing** -> **License Utility**. This should open the Software License Activation for .NET window.

2. You will see a dialog come up with a Site Code and “No Current Site Key” within the Site Key text box. Leave this window open.



3. Go to http://www.iconics.com/supportworx and launch the Web Licensing Utility Site by clicking on the “License Now” link on the bottom left of the page.



Or, from ICONICS website (http://www.iconics.com), select “License a Product” from the bottom-right Customer Connection area.

4. The main page of the Web Licensing Utility will load. Click on the “Software” button to access the Software License Options.

5. You will be required to log in to access the Software License Options. Enter your email address and password and click on the “LOGIN” button. If you do not yet have an account, you can create one by clicking on the “Create New Account” link near the bottom of the page.

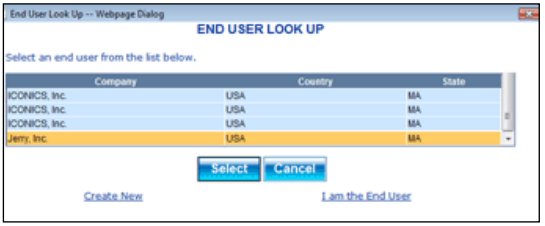
6. Once you have logged into the website, click on the “New License” link in the top navigation bar.

7. Enter your Product Registration Numbers and Customer Keys for the products to license, then click “Next”.

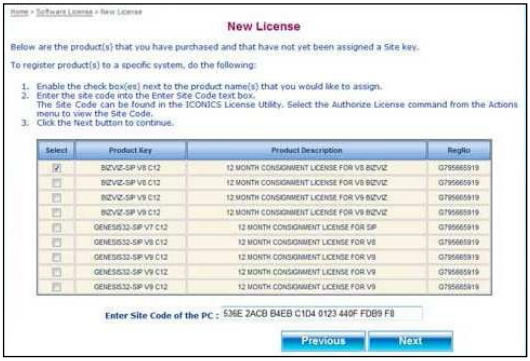
   NOTE: Your Product Registration Number and Customer Key are usually inside the DVD package that ICONICS sent to you.

8. In the next screen, you will be requested to identify the end user for whom the license is being issued. You can look up a list of users that have been previously entered by clicking on the “Existing End Users” link or can enter a new one by clicking on the “Create New” link.

9. Clicking the Existing End Users link will open a new window with a list of previously entered end users (either entered by you or tied to the product registration numbers entered in the previous screen). Select an end user from the list and click “Select” or double-click the selected end user.
If you, yourself, are the end user and you are not listed in the grid, you can click on the “I am the End User” link to enter your data as the new end user. After identifying the end user, click on “Next”.

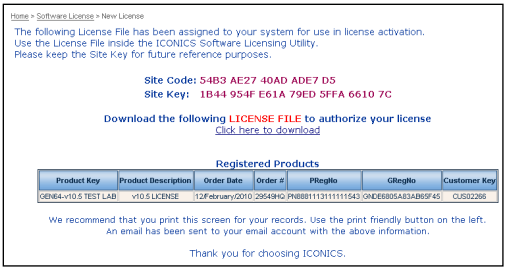


10. In the next screen, you will see a list of the products that are available for you to license. Check all the products that you would like to license. Copy the Site Code from the license utility of the destination machine and paste it into the Site Code box of the current web page, then click on “Next”.



11. Review the license information before proceeding. Click on “Generate Key” to issue the new Site Key.

12. The next page will show you a summary of what will be your license, as well as your Site Key and License File.


Home > Software License > New License

The following License File has been assigned to your system for use in license activation.
Use the License File inside the ICONICS Software Licensing Utility.
Please keep the Site Key for future reference purposes.

Site Code: 54B3 AE27 40AD ADE7 D5
Site Key: 1B44 954F E61A 79ED 5FFA 6610 7C

Download the following LICENSE FILE to authorize your license
Click here to download

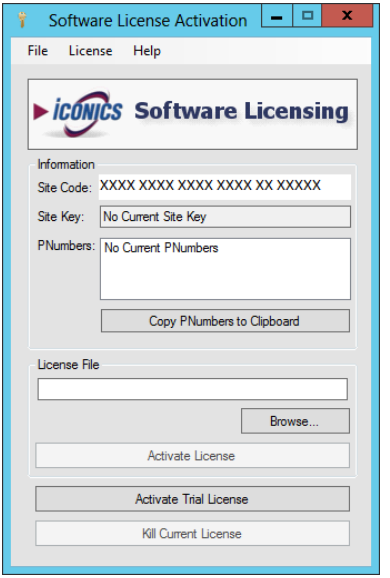
Registered Products

Product Key	Product Description	Order Date	Order #	PRegHo	GRegHo	Customer Key
GEN64-v10.5 TEST LAB	v10.5 LICENSE	12/February/2010	29549HQ	PN888113111111543	GNDE6805A83AB65F45	CUS02266

We recommend that you print this screen for your records. Use the print friendly button on the left.
An email has been sent to your email account with the above information.

Thank you for choosing ICONICS.

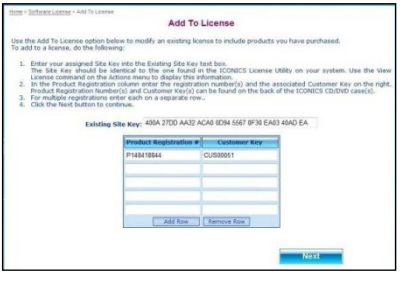
13. Download the license file (*.glic) by clicking on the link. You will need this file to license the machine. **NOTE:** If you misplace the file after receiving it, you can use the View License link with your Product Registration Number to download it again.
14. In the Software License Activation Utility, click on the “Browse” button and look for the license file that you downloaded from ICONICS website.
15. Once you have selected the file and the License File textbox shows the file path, click on the “Activate License” button.
16. You should then receive a popup message indicating the status of the license activation. You can click on “OK” to close the dialog.
17. The Software License Activation Utility should now show the current license information, similar to the following image.



18. Notice that the Site Code may change, as expected, but the Site Key should be the same one you saw on the website.

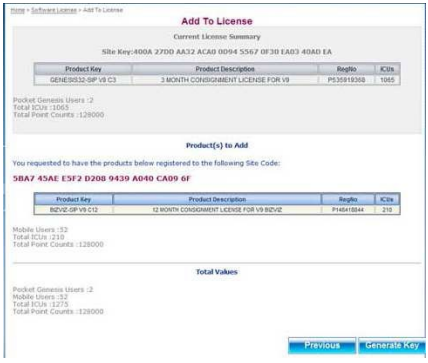
4.4.2 Adding to an Existing Software License

1. Go to http://www.iconics.com/supportworx and launch the Web Licensing Utility Site by clicking on the “License Now” link on the bottom left side of the page.
2. Once you have logged into the website and accessed the Software License main page, click on the “Add to License” link in the top navigation bar.
3. Enter your Existing Site Key, Product Registration Numbers and Customer Keys, then click “Next”.



4. In the next screen, you will see a summary of the current license and a list of products that are available for you to add to the existing license. Check all the products that you would like to license. Copy the Site Code from the License Utility of the destination machine and paste it into the Site Code text box of the current web page, then click “Next”.

5. Review the license information before proceeding. Select “Generate Key” as shown in the following image.



6. The next screen will display the new Site Key and the link to your license file. Follow steps 13 to 18 from **4.4.1.1** “Issuing a New Software License” to complete the licensing process.

4.4.3 Upgrading a Software License Key

There are four basic steps when it comes to upgrading a license via the Web Licensing Utility:

- Step 1: Kill the older version license and credit it on our website
- Step 2: Upgrade the license on our website
- Step 3: Uninstall the older version of software and install the newer version
- Step 4: License the newer version

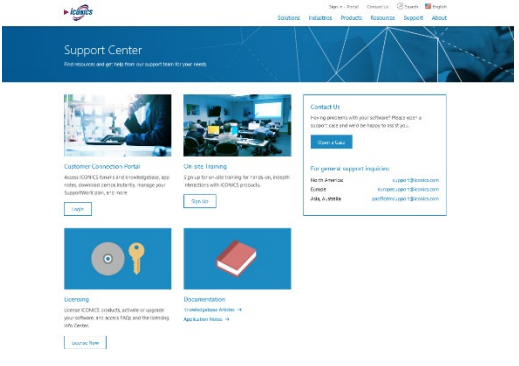
The order in which you do Step 2 and Step 3 does not matter.

4.4.3.1 Killing a License via the ICONICS Web Licensing Utility

See Section **4.2.4** “Killing a Software Key License” for the initial steps on how to kill a license within the License Utility (Software License Activation for .NET) provided on the AnalytiX DVD. Be sure to take note of the Site Key and Kill Confirmation Code. This information is necessary to put the license back on the ICONICS website. NOTE: This information is also in the KillCode*.TXT file.
[*** = Site Key that was killed.**]

Once you have the Kill Code, follow these additional steps:

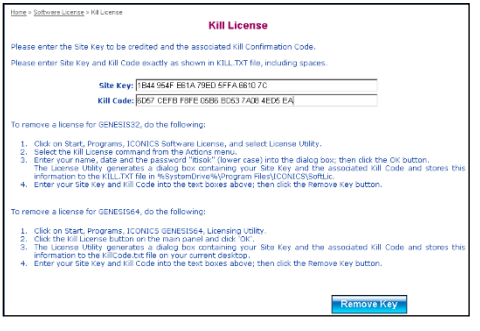
1. Go to http://www.iconics.com/supportworx and launch the Web Licensing Utility Site by clicking on the “License Now” link on the bottom left of the page.



2. The main page of the Web Licensing Utility will load. Click on the “Software” button to access the Software License Options.

3. You will be required to log in to access the Software License Options. Enter your email address and password and click on the “LOGIN” button. If you do not yet have an account, you can create one by clicking on the “Create New Account” link near the bottom of the page.

4. Click on the “Kill License” link in the top navigation bar.
5. Copy the Site Key from the KillCode*.TXT file into the Site Key field on the web page, then copy the Kill Confirmation Code into the Kill Code field on the web page. Next, click on the “Remove Key” button on the web page.

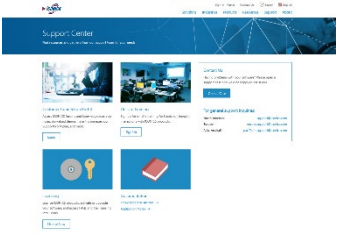


6. You will get a message confirming that the Site Key has been successfully deleted as shown in the image below. The products associated with the deleted Site Key will now be available to be re-licensed.

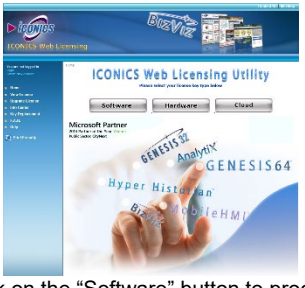
4.4.3.2 Upgrading the License on ICONICS Website

See Section **4.2.4** "Killing a Software Key License" for the initial steps on how to kill a license within the License Utility (Software License Activation for .NET) provided on the AnalytiX DVD. Be sure to take note of the Site Key and Kill Confirmation Code. This information is necessary to put the license back on the ICONICS website. NOTE: This information is also in the KillCode*.TXT file.
[*** = Site Key that was killed.**]

1. After you have copied your Site Key and Kill Confirmation Code in the previous step (either physically or electronically), you can now visit http://www.iconics.com/supportworx.



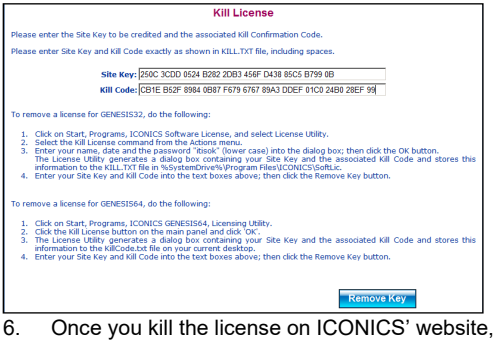
2. Next, click on the "License Now" link. This opens a new Web page, as shown below.



3. Click on the "Software" button to proceed. You will then be required to enter your email address and

password for the site, as shown below. If you do not already have a login for this page, click on the "Create New Account" link near the bottom of the page.

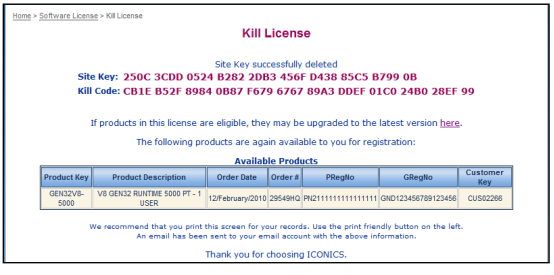
4. Once you have logged in, click on the "Kill License" link in the top navigation bar.
5. Next, fill in your Site Key and Kill Code information that you copied while killing your previous license (see 4.2.4 "Killing a Software Key License").



6. Once you kill the license on ICONICS' website, you will receive an email containing the following information:

- Site Key
- Kill Code
- Product for which you have killed the license

The web page itself should now look similar to the figure below.



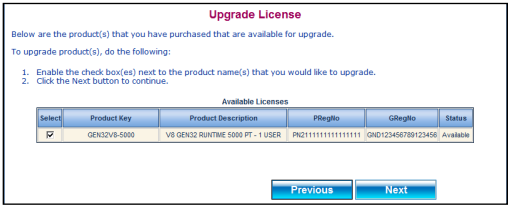
7. At this point, you have completed killing the license. Notice that in the final “Kill License” page, as shown above, it states that if the license is eligible, it can be upgraded to the latest version and it provides a link for availability.

4.4.3.3 Checking License Upgrade Availability

The easiest way to check if your license is available for an upgrade is by clicking the link on the page immediately after you kill the license. Clicking the link brings you to the Upgrade License page. You can also get to this page by clicking on the “Upgrade License” link in the tree control (third item).

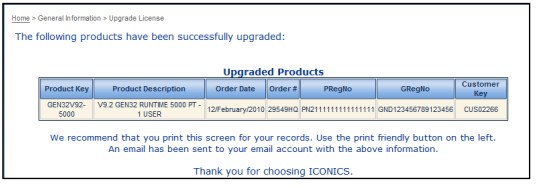
Follow these steps to upgrade your license.

1. On the Upgrade License page, fill in your Product Registration Number and Customer Key. This is the same information you received in the web page and in your email after you have killed the license on our website.
2. Click on “Next” when you have filled in the necessary information.
3. If the license is available for an upgrade, you will see the available license on the page.



4. Notice that the Product Description here shows a different product with an earlier version license (Version 8). Yours should reflect the license you have for your product. Check the available product that you would like to upgrade and click on “Next”.
5. The next page is a confirmation page. Check that the information shown is correct and click on the “Upgrade” button to proceed.

6. On the new page that loads next, you can see a list of upgraded products. Notice that the Product Description shows a license for a later version product (Version 9.2) instead of the earlier one (Version 8).



7. You should also receive an email with the license upgrade information.

4.4.4 Upgrading a Hardware Key License

Upgrading a hardware key license is similar to upgrading the software key license. You would follow the exact same procedure as upgrading a software license. In the case of a Hardware key License though, you will need the USB dongle in order to kill the license from it and put the new one onto the key.

4.4.5 Licensing the New Version

Now that you have upgraded the license, you can follow the regular procedure to license your machine with the new version. When it asks you for the Product Registration Number and the Customer Key, you can provide the same one. This information was sent to you in the last step of upgrading your license via email. If you need more information on how to license the machine with the upgraded license, please consult our application notes titled *Licensing – Using the ICONICS Web License Utility for Software Key Licenses* and *Licensing – Using the ICONICS Web License Utility for Hardware Key Licenses,* as it pertains to your individual situation. These Application Notes and more can be found via the Info Center on the AnalytiX DVD.

4.5 Cloud Licensing

4.5.1 How Cloud Licensing Works

ICONICS Cloud Licensing is a means of licensing ICONICS products that is specifically designed for applications running on public cloud, private cloud, or virtualized environments. Rather than maintaining the license locally on the machine, licenses are hosted by ICONICS on a publicly-accessible data center.

During normal operations of the licensed machine, the first action it takes when starting up is to request the license information according to its License Pool ID. This request requires the machine to have access to the internet in order to request the information from the ICONICS cloud licensing server.

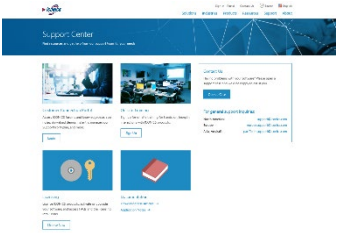
Once the license information has been successfully retrieved, the machine continues to operate using the licensing information retrieved from the web. The machine then periodically checks with the ICONICS Cloud Licensing server in order to validate the license. If it cannot validate the license for an extended period of time, the machine license will fail.

4.5.2 Issuing a New Cloud License

Follow these instructions to activate a license on a machine that currently has no license on it, or has a license on it that you want to overwrite.

If your machine already has a license on it and you are looking to add another license to it, see the next section entitled, “Adding to an Existing Cloud License”.

1. Go to http://www.iconics.com/support and click the “License Now” link.



2. In the new page that appears, select “Cloud” and log in with your username and password.

Note: If you do not have a username and password pair, you can register for one using the “Create New Account” link at the bottom of the window. If you have a username and password but have forgotten them, you can click on the “Forgot Password” link at the bottom of the window.

3. Once you have logged into the website, click on the “New License” link at the top.
4. Enter your Product Registration Number(s) and Customer Key(s) for the products.

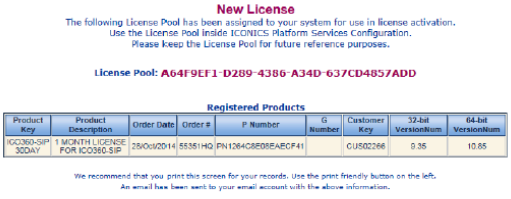
Note: Your Product Registration Number(s) and Customer Key(s) are usually inside the DVD tin package that ICONICS sent when the product was purchased.

5. Click the “Next” button once you have entered all of your Product Registration Number(s).

6. Choose an existing end user or enter new end user information. Click “Next” when done.

Note: The existing end user dialog may take a few moments to appear. Please be patient.

7. On the next screen, you see a list of the products that are available for you to license. Check all the products that you would like to license on this machine. Click “Next”.
8. This page shows you a summary of what is in your license. Check to make sure everything is correct, then click on the “Generate Key” button. A page similar to the image below appears.


New License

The following License Pool has been assigned to your system for use in license activation.
Use the License Pool inside ICONICS Platform Services Configuration.
Please keep the License Pool for future reference purposes.

License Pool: A64F9EF1-D289-4386-A34D-637CD4857ADD

Registered Products

Product Key	Product Description	Order Date	Order #	P Number	G Number	Customer Key	32-bit VersionNum	64-bit VersionNum
ICO360-SIP 30DAY	1 MONTH LICENSE FOR ICO360-SIP	29/Oct/2014	55351HQ	PN1264C8E05EAECF41		CUS02266	9.35	10.85

We recommend that you print this screen for your records. Use the print friendly button on the left.
An email has been sent to your email account with the above information.

Thank you for choosing ICONICS.

4.5.3 Activating the License

1. Open the “Platform Services Configuration” application by going to **Start** > **Programs** > **ICONICS** > **Tools** > **Platform Services Configuration**.
2. Select the “License” tab.
3. Select the radio button for “Cloud License” and enter the “License Pool” code that was provided by the Web License Utility. You can leave the “Password” blank.
4. Restart the FrameWorX64 Service.

4.5.4 Adding to an Existing Cloud License

1. Go to http://www.iconics.com/support and click the "License Now" link.
2. In the new page that appears, select **Cloud** and log in with your user name and password.
3. Once you have logged into the website, click on the "Add to License" link at the top.

Note: It is very important to pick "Add to License" and not "New License". Picking "New License" overwrites any existing license already activated on this machine. Make sure to pick "Add to License" if you are adding products to a machine that already has a license on it.

4. Enter your existing License Pool ID and the Product Registration Number(s), and Customer Key(s) for the new products.

Note: Your Product Registration Number(s) and Customer Key(s) are usually inside the DVD tin package that ICONICS sent when the product was purchased.

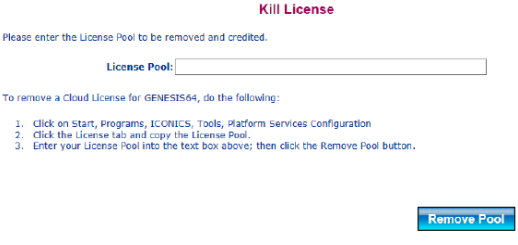
5. Click the "Next" button once you have entered all of your Product Registration Number(s).
6. Choose an existing end user or enter new end user information.
   Click "Next" when done.

Note: The existing end user dialog may take a few moments to appear. Please be patient.

7. In the next screen, you see a list of the products that are available for you to license. Check all the products that you would like to license on this machine.
   Click "Next".
8. This page shows you a summary of what is in your license. Check to make sure everything is correct, then click on the "Generate Key" button.

4.5.5 Killing a Cloud License

1. Go to http://www.iconics.com/support and click the "License Now" link on the bottom left of the page. Select the "License" tab.
2. In the new page that comes up, select "Cloud" and log in with your username and password.
3. Once you have logged into the website, click on the "Kill License" link at the top. A page similar to the figure below appears.



4. Enter your License Pool ID into the prompt. Click "Remove Pool".
5. A message confirming that the license has been successfully removed appears. You will also receive an email with the killed license information. The products associated with this License Pool are now safely parked on the website and available to be re-licensed at any time.

4.6 Demo Mode

Without a valid license installed in your PC, it is still possible to use AnalytiX in Runtime mode. The software will check for a valid hardware or software license key on initialization. If none is found, GENESIS64 runs in Demo Mode, which limits you to:

- Twelve hours of runtime
- Only 64 OPC tag connections (points) can be updated

Running AnalytiX longer than the 12-hour limit generates a message stating that the demo time has been exceeded. You must then exit AnalytiX and reboot the PC. On restarting AnalytiX, you will get another 12-hour block of time in which to run. If there are more than 64 tags on a particular screen, gray keys (or whatever is configured as the Point Failure character) will appear in place of the actual I/O data.

5 GENDEMO

5.1 Introduction

You can get a sense of the rich applications that can be created by using ICONICS' GenDemo. GenDemo is a set of GraphWorX64 display files installed with your system to help you explore and learn about the features of GENESIS64, AnalytiX, MobileHMI, and Hyper Historian, as well as to find out how ICONICS applications are adaptable to different industries.

This chapter provides a brief overview of GenDemo. You are strongly encouraged to explore all the available files.

To launch GenDemo, from the Windows **Start** menu, select **Programs > ICONICS Tools > GenDemo**. This opens the GenDemo home page, shown above. This can also be reached by navigating to http://gendemo.iconics.com.

5.2 GenDemo Options

There are several configurable options that are located along the bottom of the GenDemo screen, which may be useful when navigating. They are:

Run in Carousel Mode - This button opens the Carousel display and enables the Carousel mode, which automatically advances through a set of displays according to the selected playlist. The Carousel display also allows you to open the Carousel control panel for more granular control over playlists.

Select Color Scheme - This button allows you to select from a variety of different color themes for your GenDemo application.

Select Language - This button allows you to change the language of your GenDemo application. Don't see your desired language? Contact us to put in a request at info@iconics.com.

5.3 Industry Case Studies and Examples

As stated earlier, GenDemo contains a large number of example projects, many of which have been used by real customers. You may find specific examples related to a particular topic in the respective topic's menu, or you may open the complete list of demos separately. The list of demos can be found from the menu under the **Industries > Customer Examples** section. This will open up a display containing all of the GENESIS64 examples that come with GenDemo. You are encouraged to look through these and see how the graphics have been developed. If you would like to learn more about how any of the examples function, you are encouraged to open the files themselves, in configuration mode, from the **GenDemo > Examples** directory where you installed GENESIS64.

6 GENESIS64 QUICK START

6.1 Introduction

This chapter provides a brief overview of the following GENESIS64 products and tools:

- GraphWorX64
- AlarmWorX64
- TrendWorX64
- EarthWorX
- GridWorX
- Workbench
- Additional tools and utilities

Note: For complete information about any GENESIS64 product, please refer to the GENESIS64 Help, which you can launch from any GENESIS64 product.

6.2 GraphWorX64

GraphWorX64 is the GENESIS64 product you use to create graphical human-machine interfaces (HMIs). GraphWorX64 has dozens of tools with hundreds of parameters and combinations to create powerful, dynamic, and interactive images in two or three dimensions. Use the interactive tutorials in the GenDemo Learning Center (see the description in **Section 4.1**) to explore the tools that are available to you in GraphWorX64.

To launch GraphWorX64 from the Windows **Start** menu, select **Programs** > **ICONICS** > **GENESIS64** > **GraphWorX64** > **GraphWorX64**.

GraphWorX64 has a number of examples available to you. To use them, while in GraphWorX64, select **Open** from the **File** menu and browse to the following directory: **\Program Files\ICONICS\GENESIS64\GenDemo**. In this folder you will find subfolders with a name prefix of **GWX_**. Explore the folders and open example files to see what they offer.

6.3 AlarmWorX64

AlarmWorX64 is the alarm monitoring, logging, and reporting module in GENESIS64. AlarmWorX64 consists of:

- AlarmWorX64 Viewer – Which you use to configure real-time alarms and attach them to alarm sources; display alarm notifications; make it easier to notice, respond, and acknowledge alarm conditions; and view historical alarms.
- AlarmWorX64 Server – Receives data from OPC-compliant Data Access servers and performs alarm detection and reporting.
- AlarmWorX64 Logger – Stores alarm data to a SQL database, which you can use for later replay.

To launch AlarmWorX64 from the Windows **Start** menu, select **Programs** > **ICONICS GENESIS64** > **AlarmWorX64** > **AlarmWorX64**. AlarmWorX64 opens inside the Workbench.

A presentation in GenDemo (see the description in **Section 4.1**) provides an overview of AlarmWorX64. For a complete understanding of AlarmWorX64, access GENESIS64 online Help while in AlarmWorX64.

6.4 TrendWorX64

Use TrendWorX64 to plot real-time and historical OPC data into charts and graphs of all kinds, which you can then use as multifunctional HMI graphic displays. TrendWorX64 has a number of tools you can use to satisfy a wide range of applications.

To launch TrendWorX64 from the Windows **Start** menu, select **Programs** > **ICONICS GENESIS64** > **TrendWorX64** > **TrendWorX64**. TrendWorX64 opens inside the Workbench.

A presentation in GenDemo (see the description in **Section 4.1**) provides an overview of TrendWorX64. For a complete understanding of TrendWorX64, access GENESIS64 online Help while in TrendWorX64.

6.5 EarthWorX

Use EarthWorX to incorporate drill-down technology to quickly view alarm conditions for any location around the world, using maps available with Microsoft Bing. EarthWorX helps you to visualize geographically-dispersed assets (such as factories, facilities, or job sites) and track movable objects using GPS coordinates.

A presentation in GenDemo (see the description in **Section 4.1**) provides an overview of EarthWorX. Instructions for using EarthWorX are available in GENESIS64 online Help.

6.6 GridWorX

GridWorX allows users to visualize, edit and update database tables through GENESIS64. Built in two parts the GridWorX Server can be found within Workbench, while the GridWorX Viewer can be added to GraphWorX64 HMI screens through the Controls tab of the GraphWorX64 Ribbon.

6.7 Workbench

The Workbench is the centralized Web-based interface in which you open GENESIS64 products and configure GENESIS64 components, runtime, and security. Every GENESIS64 component can be loaded, worked with, and run inside the Workbench. Projects can be packaged and deployed from inside the Workbench, too.

When you select the Workbench command from the Windows **Start** menu the Workbench loads with all of the applications showing in the Project Explorer. It swaps in functions with each GENESIS64 product that you load in it.

GENESIS64 providers can be opened from within the Project Explorer in the Workbench.

To launch the Workbench from the Windows **Start** menu, select **Programs** > **ICONICS** > **Workbench**. A presentation in GenDemo (see the description in **Section 4.1**) provides an overview of the Workbench. For a complete understanding of the Workbench, access GENESIS64 online Help while in the Workbench.

6.8 Additional Tools and Utilities

In addition to the many products and tools already described in this guide, there are additional tools and utilities are installed with GENESIS64. A brief description of each is described below. For more information about a tool or feature, refer to GENESIS64 online Help, which you can access from any GENESIS64 product or tool.

- Use **License Viewer** (ICONICS Licensing > ICONICS .NET > Licensing > License Viewer) to review the status of your ICONICS licenses. See page 4-1 for additional information.
- Use **GenBroker64** to set up network communications to legacy OPC servers residing on other machines in the same network or the internet. (You don't need GenBroker if you are talking to OPC UA servers.) You configure GenBroker properties from the FrameWorX Configurator, which you can launch by clicking **Start** > **Programs** > **ICONICS > Workbench** and choose the FrameWorX Server Provider. Once the FrameWorX Configurator is open, expand the tree for the host and, below the "Classic OPC" item, double-click **GenBroker**.
- Use **Global Aliasing** to set up aliases for use across GENESIS64 products. Click **Start** > **Programs** > **ICONICS** > **Tools** > **Global Aliasing**.
- Use **Security** to restrict operator and workstation runtime access. Privileges can be granted by a number of means, including application action, points, alarms, files, stations, and custom strings. To work with security, click **Start** > **Programs** > **ICONICS** > **Tools** > **Security**.
- **TraceWorX** provides online diagnostics and tuning of applications running in GENESIS64. TraceWorX is intended for use by systems integrators, OEMs and customers who want to have tools for doing their own troubleshooting and diagnostics. To work with TraceWorX, click **Start** > **Programs** > **ICONICS** > **Tools** > **TraceWorX**.

- Save implementation and development time by using the **Unified Data Manager (UDM)** to create libraries of reusable expressions, value sets, tag groups, alarm subscriptions, alarm filters, recipes, and event triggers across ICONICS products. To work with the UDM, click **Start** > **Programs** > **ICONICS** > **Tools** > **Unified Data Manager**.
- Use the **SNMP Connector** to create, monitor, and manage your own Network Management Systems through GENESIS64, giving Network Managers access to information from nearly every device connected to the network, all from one application. To work with the SNMP Connector, click its button or icon in the Project Explorer in the Workbench.
- Use the **ICONICS BACnet Connector** to integrate BACnet communications into the GENESIS64 and GENESIS32/Workbench32 product families. To work with the BACnet Connector, click its button or icon in the Project Explorer in the Workbench.

7 HELP AND TECHNICAL SUPPORT

7.1 Help Documentation

ICONICS software provides online help with descriptions and explanations of each application. Help is available throughout ICONICS Suite. You can access help in the following ways:

- Click the Help icon in the Workbench. This opens the help file for that application. To search for a topic in the help file, click the Index tab or the Search tab. Type or select the term you want to find, and then click the topic you want to read.
- Press the **F1** key to display context-sensitive help.
- Click the **Help** button in any dialog box to display context-sensitive help for that dialog box.
- Move the mouse pointer over an icon and pause for a moment to display pop-up ToolTips for quick help.
- From the Windows **Start** menu, select **All Programs** > **ICONICS Help** > **Help**

7.2 Product Videos

A new feature of the Customer Connection Portal is the in-depth training videos highlighting many ICONICS products. These videos help users configure their systems using best practices. Starting with a Quick Start series introducing each module in GENESIS64, these videos provide brief overviews and demonstrations of how to use ICONICS products. Send us your suggestion for topics to cover!

7.3 Training Classes

Training classes are held regularly at the ICONICS training facility in Foxborough, Massachusetts. To reserve seats in training courses and to view the current ICONICS training schedule, go to http://www.iconics.com/Training.aspx. If you have any questions about ICONICS training, please contact our training coordinator at 508-543-8600.

7.4 Technical Support

ICONICS customers may obtain technical support in several different ways. First-line Support is through your local ICONICS representative or distributor. You may also contact ICONICS' Support Engineers directly by phone, email or the Customer Connection Portal (https://getconnected.iconics.com).

For complete information about Global Technical Support, please see the Global Support and Services User Guide at http://www.iconics.com/supportworx.

7.4.1 Global Support and Services

ICONICS is proud to provide our customers with the highest quality customer service. Our Global Support and Services programs are supported by ICONICS offices around the globe and our network of sales channel distributors and representatives, with local and regional locations for front-line service and expert assistance. Programs include the **SupportWorX™** Technical Support Services subscription program for continuous technical support; **Quality Professional Services** for expert system architecture design assistance, training and start-up assistance; a **24 x 7 Emergency Support Option** plan; and **Training and Certification** programs for ICONICS users, systems integrators and sales channels.

For complete information about SupportWorX service plans and technical support, please see the Global Support and Services User Guide at: http://www.iconics.com/supportworx.

7.4.2 Customer Connection Portal

Get connected with ICONICS by visiting the Customer Connection Portal for general support, product downloads, product updates, customer collaboration and product tips from ICONICS' engineers and support team. The Customer Connection Portal features Support Solutions, a Support Bulletin, product videos, app notes, and whitepapers. The Support Solutions section addresses essential questions through the FAQ, Licensing, and a Global Search Engine, enabling users to find answers quickly and easily. The Support Bulletin lists your support cases with real-time status

updates along with popular knowledgebase articles and the most active forum threads. If users are current on their SupportWorX software maintenance plan, they are entitled to free upgrades. Download the latest product updates and new product releases from the Customer Connection Portal or sign up for the Beta program to try select features before they are officially released

7.4.3 Telephone Support

ICONICS support centers are open Monday through Friday, year round, except for local holidays and ICONICS holidays. Support handles calls on a first-come, first-served basis during the business hours below.

Americas (United States): 1-508-543-8600	8:00 AM – 6:00 PM Eastern Standard Time
Europe (Czech Republic): + 420-377-183-420	9:00 AM – 5:00 PM European Central Time
Asia Pacific (Australia): + 61-2-9605 1333	9:00 AM – 5:00 PM Australian Eastern Time

Please have the following available when you call:

- Your SupportWorX Plan Number.
- A PC available for tests and diagnostics.
- A clear understanding about the issue.
- The version of your OS and the ICONICS product(s).
- OPC server or relevant third-party software info.

Note: Go to https://getconnected.iconics.com/ICONICS/Support/GetSupport.aspx to contact our Technical Support department.

Email Support

The ICONICS support center email addresses are:

- **North America:** Support@ICONICS.com
- **Europe:** EuropeSupport@ICONICS.com
- **Pacific Rim:** PacificRimSupport@ICONICS.com

Please include your SupportWorX Plan Number when sending your message. Email requests will be answered on a first-come, first-served basis typically the same day.

Global Support Offices

Americas

+1 508 543 8600

support@iconics.com

Asia Pacific

+61 2 9605 1333

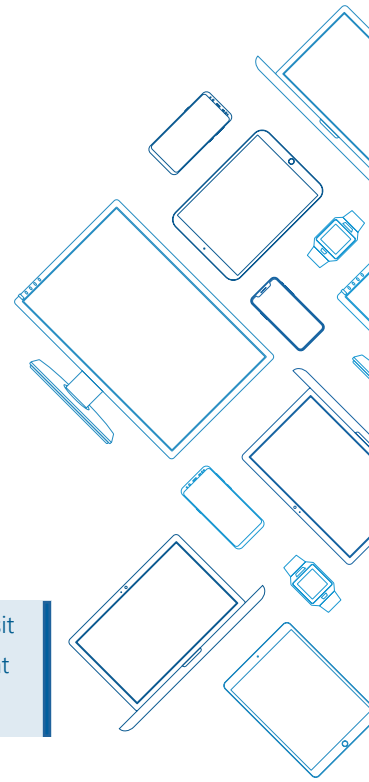
pacificrimsupport@iconics.com

Europe

+420 377 183 420 (Czech Republic)

+49 2241 16 508 0 (Germany)

europesupport@iconics.com



To open a support case, please visit our Customer Connection Portal at getconnected.iconics.com.

For more, visit www.iconics.com

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