

SupportWorX User Guide

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SupportWorX Technical Support Services

ICONICS is proud to provide our customers with the highest quality customer service available in the SCADA industry today. To ensure that our customers are always just a call or a click away from all the support they need, we offer our SupportWorX™ Technical Support Services programs.

ICONICS is committed to helping our customers launch successful HMI/SCADA projects. That is why all of our products come with 90 days of full telephone technical support. The purchase of the SupportWorX Extended 12-month technical support plan further ensures smooth progress and a helping hand if questions should arise.

This guide provides details for all of our customer support plans. For additional information, please contact Inside Sales at ICONICS at (508) 543-8600, or visit our Web site www.iconics.com

ICONICS SupportWorX SERVICE PLANS

We value your project and understand that full, comprehensive support is just as important to you as the high-quality product you have purchased from ICONICS. This is why we offer SupportWorX, a technical support service that meets your technical support needs. Being a part of this program will allow you to access support engineers, receive product upgrades, and obtain a wide variety of valuable services that will benefit both you and your customers.

SupportWorX Standard Plan

This plan is available, automatic and FREE to all customers, with every purchase of an ICONICS product for a period of 90 days from the date of shipment.

The SupportWorX Standard plan includes:

- Access to our Technical Support Team via phone, e-mail, fax or the Web. Customers contacting our service department will typically receive a response the same day (up to three days maximum).
- Access to our technical support area on the ICONICS Web site, where up-to-date technical documents are regularly posted.
- Access to the Web area, which contains the latest Hot Fixes and Tips and Tricks for your applications.

SupportWorX Extended Plan

This program offers the highest level of technical support available from ICONICS. SupportWorX Extended is a 12-month, renewable technical support plan. With SupportWorX Extended, you will be sure that a team of trained and skilled technicians and engineers are just a phone call away.

The SupportWorX Extended plan includes all the SupportWorX Standard Plan services, plus:

- Access to the ICONICS online Knowledge Database on our Web site.
- Free software updates for your current version.
- One free license replacement per year (software, hardware or site key) during the annual term of the program.
- Debugging of up to 10 lines of VBA code.
- Automatic shipment of new software releases.

SupportWorX Site Plan

The SupportWorX Site plan provides the rights and privileges of the SupportWorX Extended plan for all products at a single location. This plan may be purchased at any time and is available in two levels: either 1–25 licenses, or 26 and greater. Please specify which level, the order number and serial numbers for all products to be covered.

SupportWorX Application Support

There are times when applications require customization. This can become a time-consuming task for new users who are unfamiliar with the software. In these situations, you can work directly with our applications engineers or our ICONICS Service Centers to receive the services of a highly skilled team of application support engineers. The goal of this type of support goes beyond problem solving, and provides a collaborative effort between the customer and our engineering staff.

SupportWorX Application Support may be purchased in conjunction with the Extended support plan, and is available on a first-come, first-served basis. Fees are charged at an hourly rate plus expenses. Possible uses for this service include*:

- Script debugging and assistance.
- Startup assistance.
- Custom training.
- Proof-of-concept demonstrations.

*** Note: Services such as system design and specification writing are not available.**

Purchasing SupportWorX Service Plans

To purchase ICONICS SupportWorX plans, contact ICONICS at 508-543-8600 to speak with an ICONICS Inside Sales representative, or contact your local representative or distributor.

Note: All prices listed are for the United States only (in US dollars). All prices are subject to change and may vary outside the US.

SupportWorX Standard Plan

All ICONICS products come with this plan **free of charge** for the first 90 days from date of shipment.

SupportWorX Extended Plan

Cost of this one-year plan is 10% of the total list price of all products covered, provided the plan is purchased within one week from the date of product shipment. Plan may be renewed on an annual basis for an additional 10% charge. If plan is purchased more than one week after product ships, or if plan is allowed to lapse, the charge will be 20%.

One-Time Incident Call

As an alternative to the Extended plan, ICONICS offers customers a One-Time Incident Call option. This allows customers to submit one question at a one-time fee which is payable by credit card prior to the services being provided. The current US rates are:

- DOS System: \$295
- GENESIS for Windows System: \$195
- GENESIS32 Suite: \$35

SupportWorX Site Plan

For large-scale applications that require multiple licenses, ICONICS offers the special, cost-efficient SupportWorX Site Plan. For up to 25 licenses (includes three sets of software and documentation), the cost is \$7,500. For 26 or more licenses (includes 4 sets of software and documentation), the cost is \$10,000.

SupportWorX Application Support

Application services are available on an hourly basis for a cost of \$150 per hour. If travel is required, then there will be additional charge for travel, food and lodging expenses. A signed Application Services Agreement is required. A 50% deposit on all services is required.

Renewals

All ICONICS SupportWorX subscribers will receive notification at least 30 days before the expiration of their plan. The cost of renewing the plan is 10% of the total list price of all products covered, provided that the plan is renewed within 30 days after its expiration date.

Reinstatement

If your support plan has been allowed to lapse for more than 30 days, then you may reinstate your plan by paying 20% of the total list price of all products covered. If a product upgrade was released during the expired period, then a one-time upgrade purchase is also required for reinstatement.

Transfer Licenses

Transfer licenses are available within the same site or organization. License transfers between different companies are not permitted unless they are previously authorized, in writing, by ICONICS, Inc.

HOW TO GET TECHNICAL SUPPORT

ICONICS customers may obtain customer support in several different ways. You may contact our support engineers directly by phone, fax, e-mail or our Web site. Alternatively, you may contact your local ICONICS representative or distributor.

ICONICS Support Center

ICONICS support engineers hold either engineering or computer science degrees and have experience in many industries. All ICONICS support engineers undergo intensive classroom training and spend valuable time in our test laboratories, gaining hands-on experience before going into the Customer Care Support Group.

Telephone Support

ICONICS has three main call centers around the world. Support is available Monday through Friday, year round, except for the observance of local holidays. ICONICS support centers handle calls on a first-come, first-served basis. Calls are usually answered immediately during normal business hours, which are:

USA	8:00 AM – 7:00 PM Eastern Standard Time
Netherlands	9:00 AM – 6:00 PM European Central Time
UK	9:00 AM – 6:00 PM Greenwich Meridian Time

To ensure your case receives prompt attention, please have the following information available when calling:

1. Your GENESIS32 Product Registration Number and Maintenance Plan Number.
2. A PC available for tests and diagnostics.
3. The product documentation, in case the support engineer needs to point out some settings.
4. A clear understanding about the issue and how it is reproduced. Please be sure you will be able to answer some basic questions about the application and software.
5. The version of your operating system and the installed ICONICS product(s).
6. OPC server or any relevant third-party software information.

E-mail Support

The ICONICS e-mail support address is support@iconics.com. Please refer to your Product Registration Number and Maintenance Plan Number when sending your message. E-mail requests will be answered on a first-come, first-served basis within one business day.

Voice Mail Support

Voice mail may be left in our general support voice mail. Please refer to your Product Registration Number and Maintenance Plan Number when leaving a message. Voice mail requests will be answered on a first-come, first-served basis within one business day.

Fax Support

Customers may also submit a support request by fax. Please send your request to (508) 543-1503, Attn: Technical Support. Please be sure to reference your Product Registration Number and Maintenance Plan Number.

Online Support

Many tools and utilities are available on the ICONICS Web site that may help in building your application. The Web site also features many up-to-the-minute Hot Fixes that can be downloaded. Access to the ICONICS online support services is also available to all users. Simply go to the ICONICS Web site, www.iconics.com, and click on Support. Customers may submit questions electronically via the ICONICS Web support page by selecting the Action Report link from the Support page. Cases entered using the Web tool will be received and a response will be generated within the first business day after the submission. *SupportWorX Extended and SupportWorX Site Plan customers will be given priority status.*

Local ICONICS Representative and Distributor Support

A local ICONICS representative or distributor may be contacted for technical support as well. ICONICS representatives and distributors are among the best in our industry. These organizations work very closely with the main ICONICS support center to resolve customer issues. Representatives and distributors are required to update their ICONICS training each year in order to maintain authorized status. To locate your nearest representative or distributor, please visit our Web site.

Support After Business Hours

For after-hours questions, simply leave a message at one of our Call Centers. Your call will be returned when the first Support Engineer comes on duty. The ICONICS Web site is also available to notify us electronically.

Browsing the ICONICS Knowledge Database

The ICONICS online Knowledge Database contains hundreds of known product questions and answers. These questions have been developed over the years by our support engineers and most valued customers. The database includes solutions, tips and tricks, and frequently asked questions (FAQ's) on all of the ICONICS products. The advanced search wizard allows you to tailor your queries using a natural language approach. *This service is available by subscription only.* Please contact your local ICONICS representative or distributor for more details, or call ICONICS at (508) 543-8600 and speak an to Inside Sales representative.

CASE TRACKING

ICONICS Support centers are using one of the most advanced systems to track customer issues. Each case is logged into the system, and the customer is provided with a call tracking number that can be used as a reference for future calls and issues. If during a phone call there are multiple issues, multiple tracking numbers will be generated. When you contact technical support, your issues will be prioritized according criteria in the following table:

Priority	Description	Resolution Approach
Critical	-System is down. -Plant is shut down.	The case will immediately be assigned to a support engineer for diagnosis and debugging. When possible, a proposed solution or workaround will be provided verbally or via e-mail. In the event the customer cannot physically implement the suggestion, the case will be downgraded to MEDIUM priority until further notice. CRITICAL issues will receive ICONICS Support Manager coordination.
High	-Product is not functioning as expected. Workaround is not available or is not suitable for customer. -Issue that might cause problems at several sites	The case will be worked on by a support engineer for up to two days. If no solution or workaround can be found, the case priority will be raised to CRITICAL. The case will be followed assuming that no CRITICAL issues are active. A HIGH priority issue can be downgraded if the customer cannot physically implement a workaround or install an available Hot Fix. Every three days, the customer will receive a verbal or e-mail update about the status of this issue.
Medium	-Product is not functioning as expected, but a workaround is possible and suitable. -Product question -Delay in implementation	The case will be worked by the support engineer for up to two days. If no solution or workaround can be found, the case priority will be raised to CRITICAL. The case will be followed assuming that no CRITICAL or HIGH priority issues are active. Every three days, the customer will receive a verbal or e-mail update about the status of this issue or notification about a Hot Fix solution.
Low	-Informal question	The support engineer will work the case until some information is provided. The case will be followed assuming that no other higher priority issues are active. Every three days, the customer will receive a verbal or e-mail update about the status of this issue or notification about a Hot Fix solution.

PRODUCT UPGRADES AND HOT FIXES

Product Upgrades

Customers with a valid SupportWorX plan are eligible to receive product updates when released based on the following:

ICONICS software version numbers are in the format of **X.YZ**. The **X** digit is the version number and indicates a major product advance (a one-time cost for upgrade applies). The **Y** digit indicates a feature or enhancement release, and the **Z** digit indicates a maintenance release. A current maintenance plan entitles the holder to automatically receive free upgrades when there is a change in the **Y** digit. The Support Plan holder will only receive updates for **Z** digit releases upon request.

Customers without a SupportWorX plan may purchase product upgrades at standard upgrade prices. Customers using obsolete software or single components may purchase a One-Time update according to the following table (update fees may apply):

<i>Description</i>
One Time Update of GENESIS32™ System to Version 6.X Update software and documentation of GENESIS32.
One Time Update of ICONICS Open Series Update software and documentation of a single Open Series package and associated driver.
One Time Update of ICONICS OPC Server Update software and documentation of OPC Server.
One Time Update of ICONICS OPC ToolWorX (Within the same Version 2.X or 3.X) Update software and documentation of ICONICS OPC ToolWorX.
One Time Update of ICONICS OPC ToolWorX to Version 3.X Update software and documentation of ICONICS OPC ToolWorX from Versions 1.X or 2.X to 3.X.

Hot Fixes

ICONICS will deliver Hot Fixes to customers on a case-by-case basis.

Product Hot Fixes are also available for download on the ICONICS Web site under Support. Notification of new releases will be made through the ICONICS GenFax and GenMail. Hot Fixes will be collected semi-annually and made into official Service Pack CDs, available upon request from ICONICS. **Customers are required to carefully read the “Read Me” file before installing any Hot Fixes.**

Hot Fixes are reviewed by the ICONICS Quality Assurance department. They are tested on a newly installed machine with the original ICONICS software running. This “clean install” tests the compatibility of the Hot Fixes with all the other standard components, ensuring the correct functioning with a typical system. Verification of the problem and relative solution are confirmed in these tests. All Hot Fixes are also installed together to verify their compatibility with each other. Finally, Hot Fixes go to the Technical Support department for a final test and verification before release.

ICONICS TRAINING SERVICES

ICONICS is dedicated to providing the highest quality of training. The advantage of attending an ICONICS training class becomes clear through hands-on, in-depth coverage of the products beyond what is presented in the standard documentation. Our focus is to provide high-quality training with effective hands-on exercises. Our training will allow you to quickly and effectively develop your application applying many of the “tips” offered by our instructors. ICONICS offers the various levels of training listed below.

- **GENESIS32 Standard Training** is a three-day overview of GENESIS32. This course covers OLE for Process Control (OPC) architecture and the GENESIS32 Enterprise Edition, including GraphWorX™32, TrendWorX™32 and AlarmWorX™32. It also covers ICONICS Simulator OPC Server. Emphasis is placed on SCADA (Supervisory Control and Data Acquisition) and HMI (Human Machine Interface) aspects of the product. Upon completion of the course, students will have the ability to program, operate and maintain a GENESIS32 system.
Prerequisites: Experience with Windows 95/98/Me and/or Windows NT/2000/XP and prior hands-on experience with industrial automation and PLC devices.
- **GENESIS32 Plus Training** is a three-day course that covers two popular modules in the GENESIS32 Suite: WebHMI™ and AlarmWorX32 Multimedia.
Prerequisites: Experience with Windows 95/98/Me and/or Windows NT/2000/XP, prior hands-on experience with GENESIS32, and knowledge of industrial automation and PLC devices.
- **GENESIS32 Advanced Training** is a four-day course that covers the advanced aspects of GENESIS32. Learn to use VBA Scripting with GENESIS32 modules, including GraphWorX32, TrendWorX32 and AlarmWorX32. Modules like DataWorX™32 and ScriptWorX™32 are deeply analyzed, as well as the ICONICS Modbus OPC server.
Prerequisites: Experience with Windows 95/98/Me and/or Windows NT/2000/XP, working knowledge of object-oriented programming using Visual Basic, prior hands-on experience with GENESIS32, and knowledge of industrial automation and PLC devices.
- **OPC ToolWorX Training** covers several OPC toolkits to meet ever-increasing demands for robust Plug and Play component software. Learn about the future of Web-enabled OPC servers and new emerging technologies such as OPC for XML and SOAP. Become an instant OPC expert and create OPC servers in days! ICONICS initiated the OPC movement in the mid-1990s, and has the world's leading OPC technology experts. We have been instrumental in the development of several of the OPC standards, and continue to make contributions to the OPC Foundation and various OPC committees to bring you the latest ground-breaking products and toolkits.
Prerequisites: Experience with Windows 95/98/Me and/or Windows NT/2000/XP, working knowledge of object-oriented programming using Visual Basic and C++, and knowledge of industrial automation and PLC devices. **On-Site Training** seminars are available for customers who want to hold a training class at their facility. TR-SITE classes can be customized for your specific needs. A maximum of 12 students is recommended. Please consult with ICONICS for dates and pricing.

Training is available in our certified training centers around the world. The training schedule is published on our Web site www.iconics.com/training. Training on request or on-site is also available. For additional information, please contact Inside Sales at ICONICS at 508-543-8600.

Setup

ICONICS will provide each student with a workstation upon advance request. However, due to the intensity of hands-on exercises, it is strongly recommended that student use their own PC to be able to bring a full working application back to their office or project site. Each student will receive a comprehensive training manual, which includes easy-to-follow exercises and clearly explained concepts. Open discussion sessions are available at the beginning and end of each day and at the end of the course.

Training Cancellation Policy

You may cancel your training class registration provided you notify ICONICS in writing via fax at least 10 business days in advance of the first day of the class. All cancellations must be in writing and faxed to ICONICS at (508) 543-1503. In the event you cannot cancel your registration within the allowed time frame, you will be responsible for the full charges of the class. In this case, you will be able to attend another comparable ICONICS class over the immediately following four-month period.

**All ICONICS products and services are sold
subject to the terms of the following license agreement.**

LICENSE AGREEMENT
YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS!

Opening and using the enclosed software for any purpose indicates your acceptance of the terms and conditions of this license agreement. If you do not agree with them you should return all software, documentation and copy protection keys within seven days of shipment, unopened, and your money will be refunded.

ICONICS provides this program and licenses its use in the United States, Puerto Rico, or internationally. You assume the responsibility for the selection of the program to achieve your intended results, and for the installation, use and results obtained from this program.

LICENSE

You are granted a personal license to use this program under the terms stated in this Agreement. You may: 1) Install and use the program on a single machine. 2) Make archival back-up copies of the program for the sole purpose of supporting your use of the single program on a single machine. 3) You may not use, copy, modify, or transfer the program, or transfer any copy, in whole or in part, except as expressly provided in this license, or with a written contractual agreement with ICONICS, Inc.

TERM

The license is effective until terminated. It will terminate if you fail to comply with any term or condition of this Agreement. You agree, upon such termination, to destroy the program and all copies which were made from it and to promptly return any copy protection key(s) to ICONICS.

LIMITED WARRANTY

ICONICS WARRANTS THE CD-ROM OR PHYSICAL DISKETTES, ON WHICH THE PROGRAM IS FURNISHED, AND PHYSICAL DOCUMENTATION TO BE FREE OF DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF NINETY (90) DAYS FROM THE DATE OF DELIVERY TO YOU AS EVIDENCED BY YOUR RECEIPT. THIS PROGRAM IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE PROGRAM IS WITH YOU. SHOULD THE PROGRAM PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR, OR CORRECTION.

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LIMITATION OF REMEDIES

ICONICS' entire liability and your exclusive remedy shall be the replacement of any CD-ROM or diskette not meeting ICONICS' "Limited Warranty" which is returned to ICONICS with a copy of your receipt within the warranty period. The remedy for breach of this warranty shall be limited to replacement and shall not encompass any other damages including but not limited to loss of profit, special, incidental, consequential, or other similar claims arising out of the use or inability to use such program even if ICONICS has been advised of the possibility of such damages, or for any claim by any other third party.

GENERAL

This Agreement will be governed by the laws of the Commonwealth of Massachusetts. Should you have any questions concerning this Agreement, you may contact ICONICS in writing at:

ICONICS, Inc.
100 Foxborough Boulevard
Foxborough, MA 02035

You acknowledge that you have read this agreement, understand it and agree to be bound by its terms and conditions. You further agree that it is the complete and exclusive statement of the Agreement between you and ICONICS which supersedes any proposal or prior Agreement, oral or written, and any other communications between you and ICONICS relating to the subject matter of the Agreement.

ICONICS RETURN POLICY

All sales are final (NO RETURNS) unless one of the following conditions is applicable: Program is returned in its original packaging material within 7 days after shipment. In such a case, a full refund is provided, less all incurred shipping and handling costs. Program is returned within 30 days from the original shipment date. In such a case a 20% restocking fee is applicable. No returns are allowed on OPC ToolWorX or ActiveX ToolWorX.

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