Hyper Historian™

High Speed, Robust and Reliable Plant Historian

Getting Started

64™

ICONICS

Visualize Your Enterprise™

GENESIS64

Getting Started

Version 10.95

© 2017 ICONICS, Inc. All rights reserved worldwide. This document may not be reproduced or copied in any manner without written authorization from ICONICS, Inc.

The information contained within this document is subject to change without notice. ICONICS, Inc. does not guarantee the accuracy of the information.

AnalytiX and its respective modules are registered trademarks of ICONICS, Inc. GENESIS64, GENESIS32, Hyper Historian, BizViz, PortalWorX, MobileHMI and their respective modules, OPC-To-The-Core, and Visualize Your Enterprise are trademarks of ICONICS, Inc. .

Windows, Windows 10, Windows 8.1, Windows 8, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows 7, Windows Server 2008, Windows Server 2008 R2, Windows Vista, Windows Server 2003, and Windows Server 2003 x64 are registered trademarks of Microsoft Corp. in the United States and other countries.

Other product and company names mentioned herein may be trademarks or registered trademarks of their respective owners.

Document No. UG-GEN-1095

ICONICS 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; and 2) make a single archival back-up copy of the program for the sole purpose of supporting your use of the single program on a single machine. You may not copy, translate, modify or adapt the program, or any portion thereof, or incorporate it, in whole or any part, in any other product, create derivative works based on the program, or any portion thereof, or license others to reproduce any copies of the program, or any portion thereof, and you may not decompile, disassemble or reverse engineer the program, or any component thereof except as permitted by law, and then only after having prior requested in writing from **ICONICS** any interoperability information you are attempting to obtain.

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 that were made from it and to promptly return any copy protection key(s) to **ICONICS**.

LIMITED WARRANTY

ICONICS WARRANTS THE CD-ROM, DVD 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.

ICONICS SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN PARTICULAR, WITH RESPECT TO ANY PARTICULAR APPLICATION, USE OR PURPOSE, IN NO EVENT SHALL **ICONICS** INC. BE LIABLE FOR ANY OTHER COMMERCIAL DAMAGE, INCLUDING BUT NOT LIMITED TO SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES. **ICONICS** DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE PROGRAM WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE PROGRAM WILL BE UNINTERRUPTED OR ERROR FREE.

LIMITATION OF REMEDIES

ICONICS' entire liability and your exclusive remedy shall be the replacement of any CD-ROM, DVD 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. All returns must have an appropriate RMA number.

EXPORT COMPLIANCE

You agree to comply with the United States of America's current Export Administration Regulations (EAR) and agree that you will not distribute or supply this product in violation of the EAR. You are responsible for securing any export approval or license as may be needed under the EAR. Additionally, you are responsible for obtaining local customs clearance as applicable and paying all duties, taxes and other charges.

TABLE OF CONTENTS

1 GENESIS64 OVERVIEW 1-1

1.1 INTRODUCTION 1-1
1.2 WHAT IS GENESIS64? 1-2
1.3 WHAT IS OPC UA? 1-2

2 SYSTEM REQUIREMENTS 2-1

3 INSTALLING GENESIS64 3-1

3.1 STARTING THE INSTALL 3-1
3.2 TYPICAL INSTALLATION 3-5
3.3 CUSTOM INSTALLATION 3-11
3.4 UNINSTALLING GENESIS64 3-17

4 ICONICS SOFTWARE LICENSING 4-1

4.1 SOFTWARE AND HARDWARE KEYS 4-1
4.1.1 Software Licensing 4-1
4.1.2 Hardware Key 4-1
4.2 LICENSING UTILITY 4-2
4.2.1 Running the Licensing Utility 4-2
4.2.2 License File 4-3
4.2.3 Activating the 30-day Trial/Emergency License 4-4
4.2.4 Killing a Software Key License 4-6
4.3 LICENSE VIEWER 4-9
4.4 WEB LICENSING 4-10
4.4.1 Acquiring a New Software License 4-11
4.4.2 Adding to an Existing Software License 4-17
4.4.3 Upgrading a Software License Key 4-19
4.4.4 Upgrading a Hardware Key License 4-28
4.4.5 Licensing the New Version 4-28
4.5 DEMO MODE 4-28

5 GENDEMO 5-1

5.1 INTRODUCTION 5-1
5.2 GENDEMO OPTIONS 5-2
5.3 INDUSTRY CASE STUDIES AND EXAMPLES 5-2

6 GENESIS64 QUICK START 6-1

6.1 INTRODUCTION 6-1
6.2 GRAPHWORX64 6-1

6.3 ALARMWORX64 6-2
6.4 TRENDWORX64 6-2
6.5 EARTHWORX 6-3
6.6 GRIDWORX 6-3
6.7 WORKBENCH 6-4
6.8 ADDITIONAL TOOLS AND UTILITIES 6-6

7 HELP AND TECHNICAL SUPPORT 7-1

7.1 ONLINE HELP 7-1
7.2 PRODUCT VIDEOS 7-1
7.3 TRAINING CLASSES 7-1
7.4 TECHNICAL SUPPORT 7-2
7.4.1 Global Support and Services 7-2
7.4.2 ICONICS Knowledge Base 7-2
7.4.3 Online Support 7-3
7.4.4 Telephone Support 7-3
7.4.5 Email Support 7-4

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, which is compatible with Windows 10, as well as certified for Server 2014, 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 4.5
- 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
- ReportWorX
- 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.

Figure 1.1 shows the OPC Architecture, which was introduced by the OPC Foundation. By following the OPC Architecture, a device needs only one standard driver, which is an OPC-compliant server. All OPC-compliant client applications can then be connected to that device, either locally or over a network. Furthermore, connections can be made to more than one OPC server at the same time.

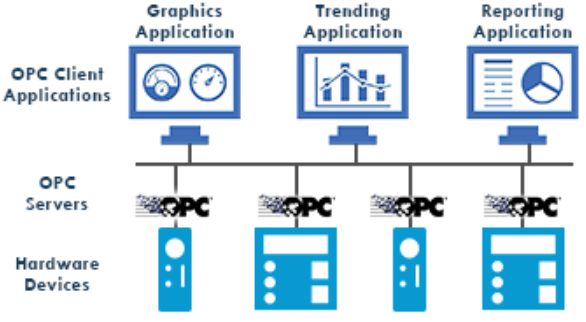


Figure 1.1. OPC-Based Client-Server Architecture

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).

The AlarmWorX64 application, which has both client and server components, is an example of a real-time data display where the focus is on alarm and event type data that is specified by the OPC-AE standard. You can configure

AlarmWorX64 to display real time alarm events inside a viewer application that originates on an alarm server application that is monitoring alarm-based OPC-AE devices.

2 SYSTEM REQUIREMENTS

GENESIS64 has the following minimum system requirements. Your systems must meet the minimum requirement before you can install GENESIS64.

CPU:

Dual Core 64-bit processors

(e.g., AMD Athlon 64 X2, Intel Xeon, or AMD Phenom)

Memory:

Minimum: 4 GB of RAM
Recommended: 6 GB of RAM

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

Hard Disk:

Minimum: 4.0 GB free hard disk space on system drive
Recommended: 10 GB free hard disk space

Drive:

DVD

Video Card:

Display Resolution Minimum: 1024x768, 32-bit color
Recommended: Onboard Video Memory (256MB), DirectX 9 or 10 Video Card or better

Operating System:

The following Windows 64-bit operating systems are supported, including:

- Windows 10 (Enterprise or Pro Edition)
- Windows 8.1 x64 (Enterprise or Pro Edition)
- Windows 8 x64 (Enterprise or Pro Edition)
- Windows 7 x64 (Professional, Ultimate, or Enterprise Edition)
- Windows Server 2016
- Windows Server 2012 R2 x64
- Windows Server 2012 x64
- Windows Server 2008 R2 x64
- Windows Server 2008 x64

- Windows Vista x64 SP2 (Business, Ultimate, or Enterprise Edition)

.NET Framework:

Microsoft .NET Framework 4.6

Web Server:

Microsoft Internet Information Services (IIS) 7.0 or higher

SQL Server:

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

Notes:

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

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 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

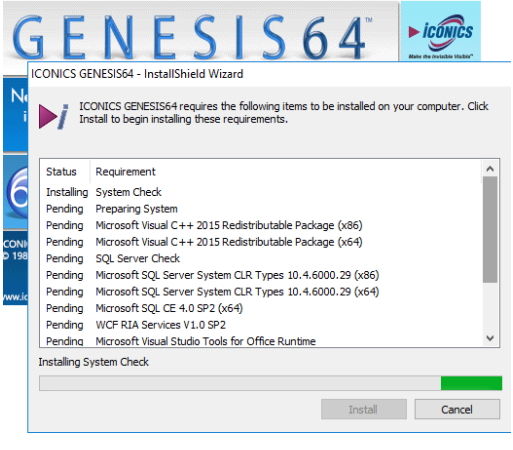
Note: Installations of Internet Information Services differ depending on the operating system, but can be found in the Server Manager under Roles in Windows Server 2012 and should be turned on.

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 installed SQL Server 2014 locally, you are prompted to install it. (You can choose **No** if you plan on using an older version of

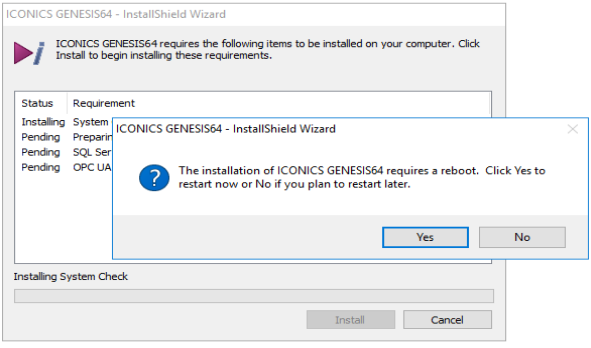
SQL Server, or you are going to use remote SQL Server).
The **ICONICS GENESIS64 – InstallShield Wizard** window appears.

3. Click on the **Install** Button



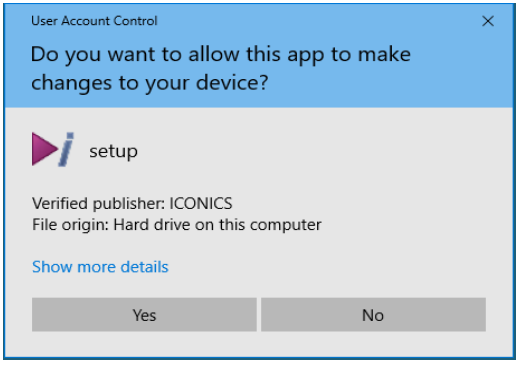
A message appears that reads, ‘ICONICS GENESIS64 installation requires a reboot.’

4. Click the **Yes** Button.

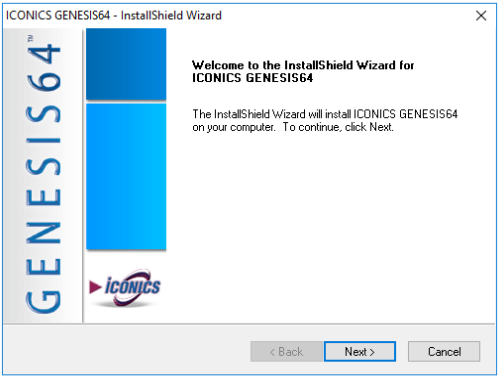


The ‘User Account Control’ window appears.

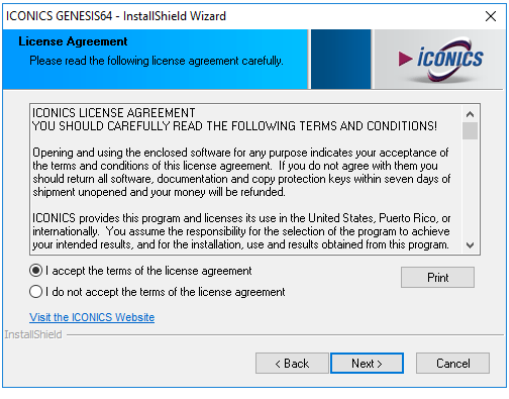
5. Click the Yes Button to continue the installation.



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.



The Setup Type Dialog appears.

10. In the Setup Type Dialog, select the type of setup you wish to perform: Either 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” below or “Custom Installation” on pages 3-6.

3.2 Typical Installation

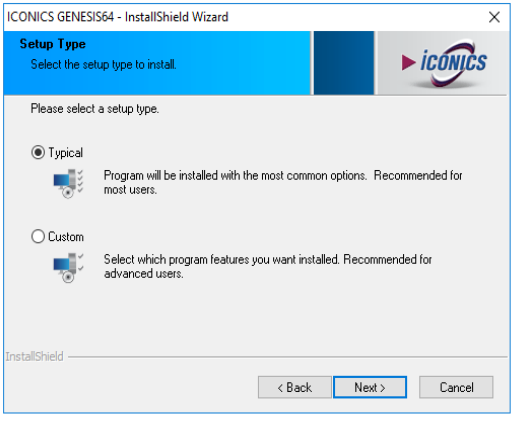
Typical installation is intended to install all of the GENESIS64 applications and tools. It creates all of the supporting databases is necessary.

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.

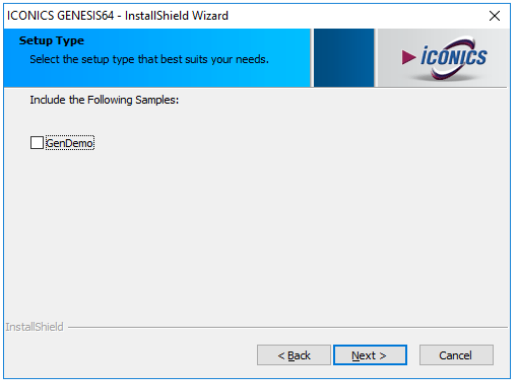
If you are installing GENESIS64 on a system that has a previous version of ICONICS products already installed, uninstall the older version before installing GENESIS64. If you have uninstalled a previous version, Setup leaves the database files intact on your system for you to use at a future date. Typical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

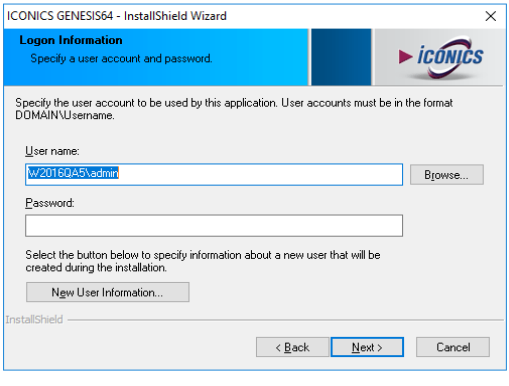


2. The Typical installation asks you if you'd like to install the GenDemo, which includes sample displays, examples and tutorials to get you up and running.
3. Select this option, if you would like to include sample displays, exampls and tutorials, and click Next.

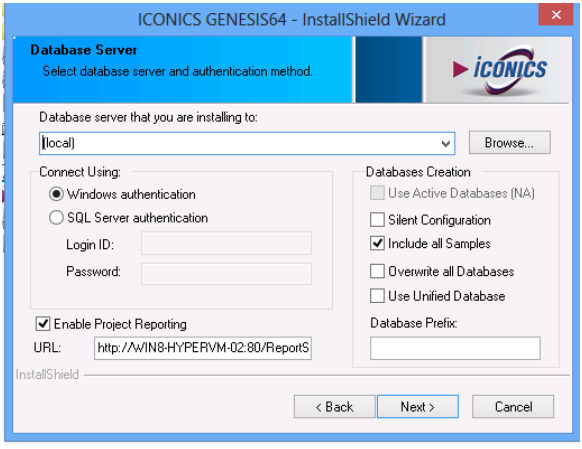


4. The Logon Information screen appears. Enter the requested user name/password info.
   Then click **Next**.

   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.

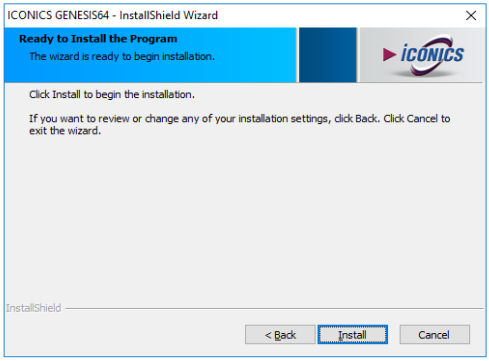


5. Clicking Next brings up the Database Server Dialog. Here you can select local or remote database together with database settings and the authentication that server database is secured under.
6. Click Next.
   At this time, additional components are installed automatically.

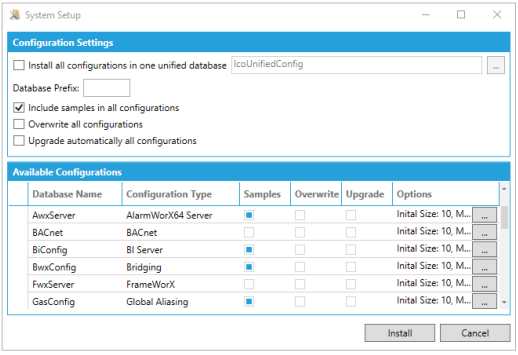


Use Active databases – Databases from previous installation of Genesis64 will be attached to this installation
Silent Configuration – Databases will be installed with selected setting and there won't be additional dialog with advanced database setting
Include all Samples – Install sample data that you can experiment with
Overwrite all Databases – Overwrite older Databases
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)

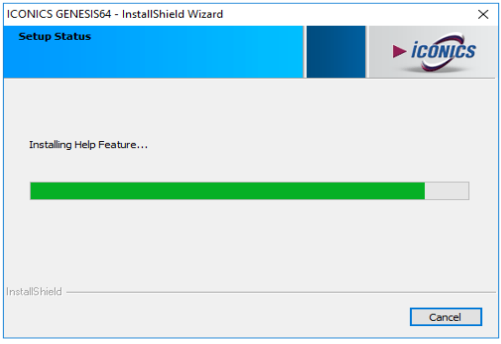
When the **ICONICS GENESIS64 – InstallShield Wizard window** pops up , click on the **Install** Button



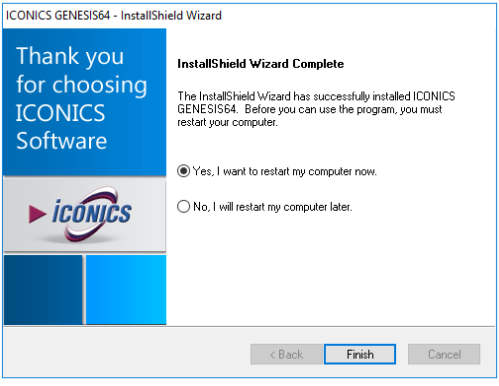
7. The **System Setup** Dialog will now appear. You can either leave the **Include all samples** checkbox enabled (in order to install sample data that you can experiment with) or disable this checkbox to install blank tables. Advanced configuration will allow settings for additional sizing options on 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).



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



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



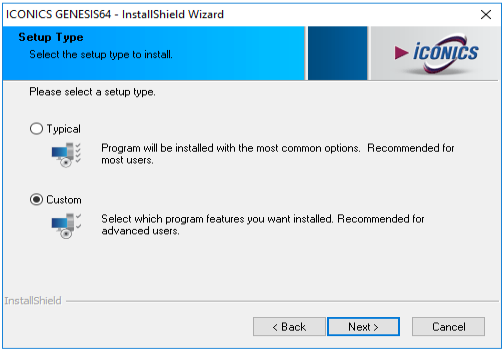
Note: It's generally a good idea to restart your system, although the installation doesn't require that you do so.

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

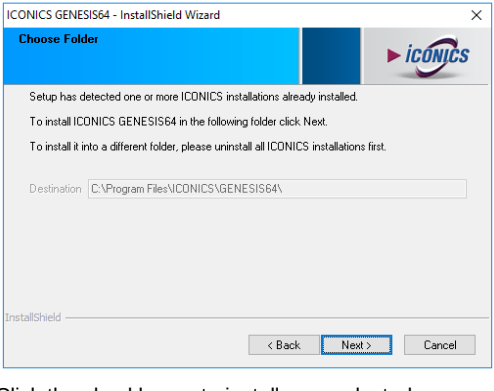
3.3 Custom Installation

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

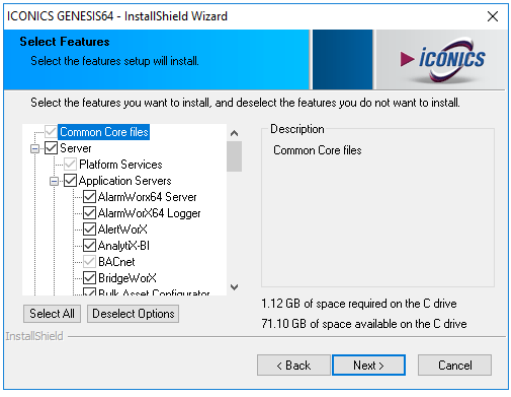
Select the **Custom** installation Setup Type.



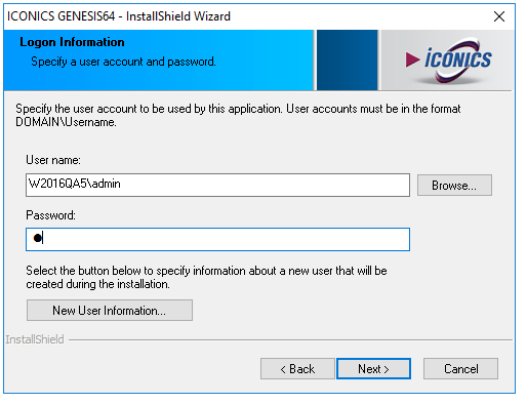
You will then be prompted to select the Destination Location. Specify the destination by selecting Browse, or select Next if the default location is correct.



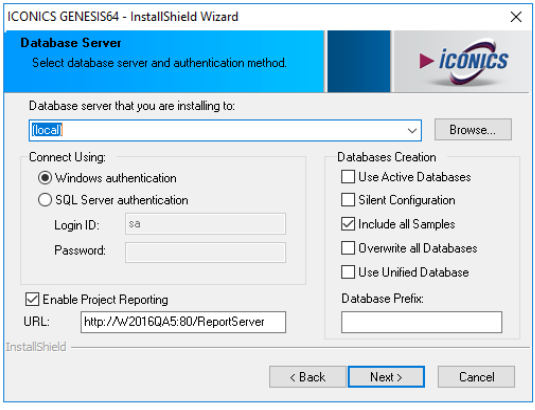
Click the checkboxes to install your selected components.



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



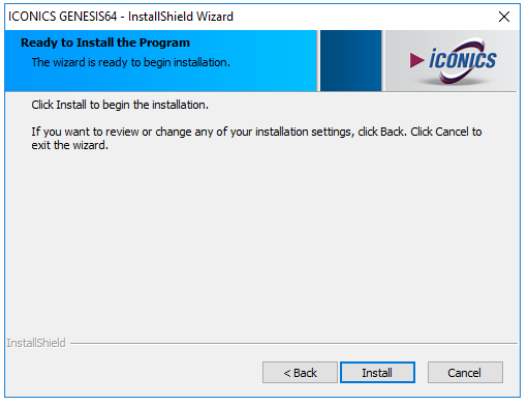
- Click the **Next** button to continue the installation.
- In the Database Server Dialog you can select local or remote database together with database settings and authentication that is the database server secured under.

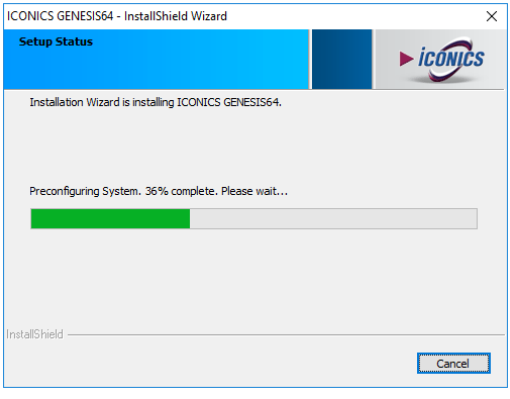


Use Active databases – Databases from previous installation of Genesis64 will be attached to this installation
Silent Configuration – Databases will be installed with selected setting and there won't be additional dialog with advanced database setting
Include all Samples – Install sample data that you can experiment with
Overwrite all Databases – Overwrite older Databases
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)

- 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).

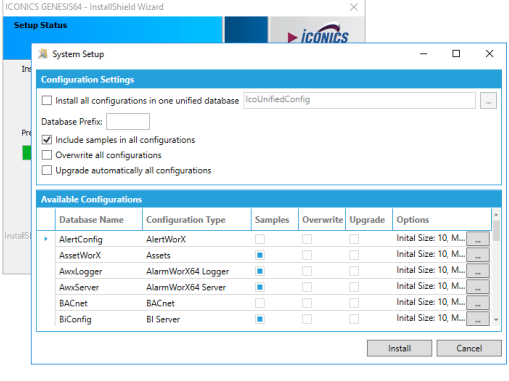
When the **ICONICS GENESIS64 – InstallShield Wizard window** pops up , click on the **Install** Button

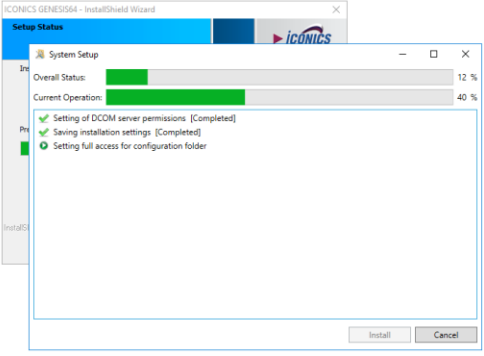




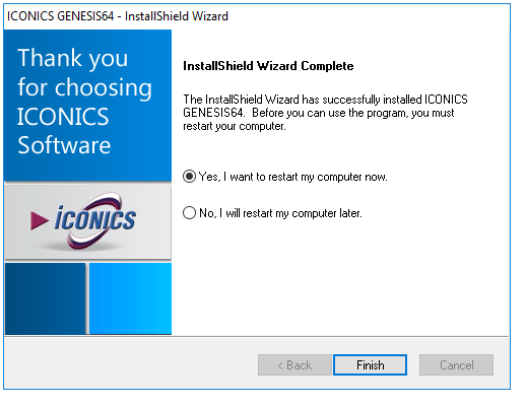
The System Setup Dialog will now appear. You can either leave the Include all samples checkbox enabled

(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).





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



3.4 Uninstalling GENESIS64

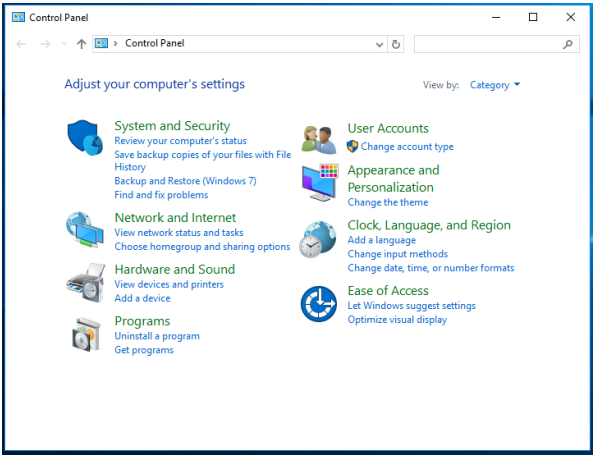
The GENESIS64 software can be uninstalled (removed) from the system. It is recommended that you back up all of your project-related files before uninstalling. If your operating system requires a login, you must log in with administrator capability to uninstall. Uninstalling GENESIS64 Software (or

its components) will *not* uninstall the Licensing software. Your valid license will remain activated on your PC.

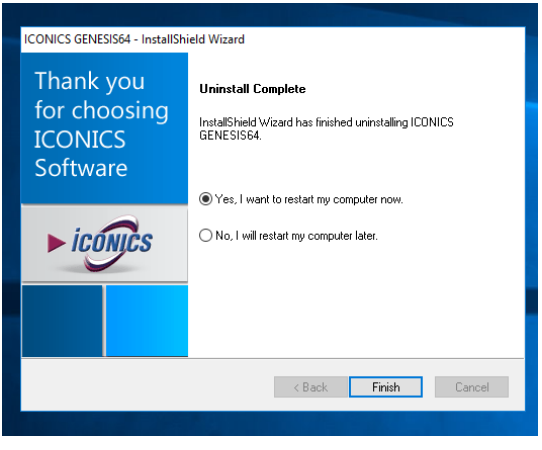
It is recommended by ICONICS to use Add/Remove Applications from Control Panel to uninstall the applications. Since applications are registered in the Registry, Add/Remove uninstalls the product and makes the required Registry changes for you. If you uninstall some common components that are used by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

GENESIS64 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 GENESIS64 installations, refer to the **ICONICS .NET Licensing Readme.htm** file, which is available on your GENESIS64 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. GENESIS64 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 GENESIS64 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.

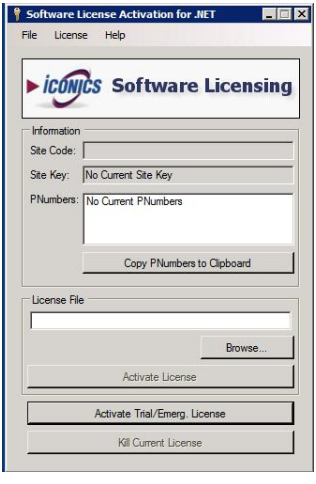
Should you require a replacement key, visit http://www.iconics.com/supportworx. New users must create an account through the ICONICS Web Licensing Utility in order to request replacement keys.

4.2 Licensing Utility

The Software Licensing Utility provides full authorization for use to any purchased GENESIS64 product and its available options.

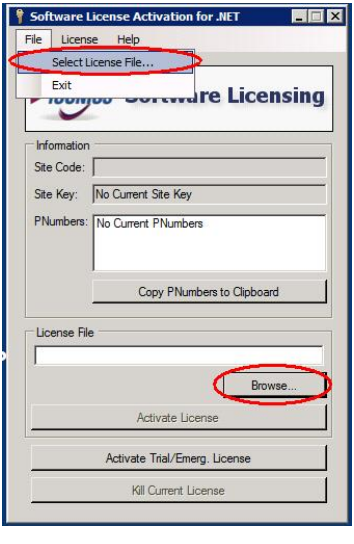
4.2.1 Running the Licensing Utility

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



4.2.2 License File

Once you have opened the Software Licensing 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…** .

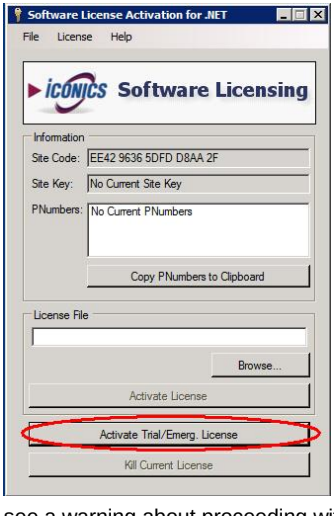


This brings up the Windows Explorer so that you may browse for the License File itself. Once you have located the file, double-click it or click **Open** to proceed.

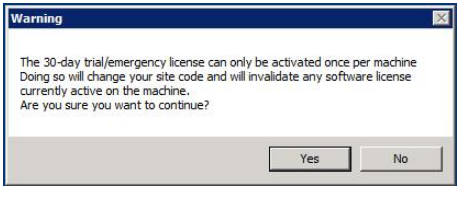
4.2.3 Activating the 30-day Trial/Emergency License

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

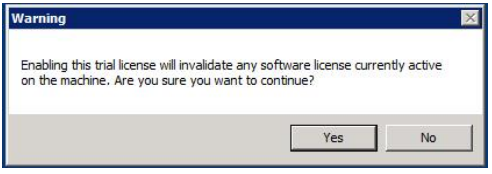
NOTE: This license can be activated only once per machine.



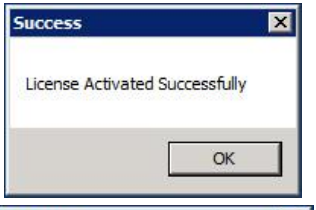
You will then see a warning about proceeding with activating the 30-day trial/emergency license. Click **Yes**, should you wish to proceed.

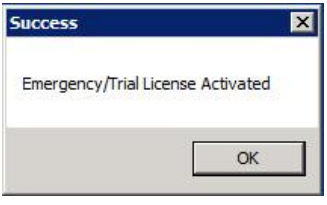


You will then see an additional warning confirming that you understand that enabling the trial license will invalidate any other software license that is currently active on the machine. Click **Yes** should you wish to proceed.



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 Licensing Utility (Software License Activation for .NET) dialog box and preserves the existing license.

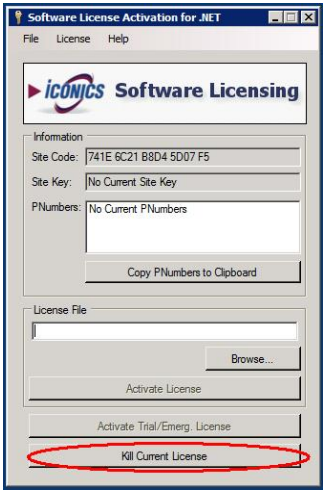
Note: Temporary backup license authorization is intended for urgent backup situations only. Clicking OK invalidates the existing license and activates a temporary backup authorization, permanently overwriting any existing license. Thus, please use caution when activating a temporary backup license authorization.

4.2.4 Killing a Software Key License

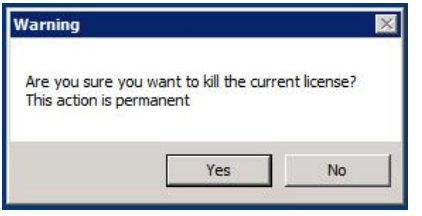
Killing a software key license deletes it and removes the current software license from the machine.

To Kill or Delete the Existing Software License:

1. Select **Kill Current License** within the Licensing 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.



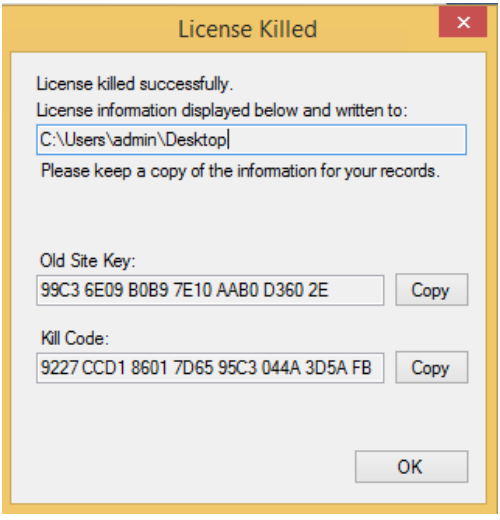
IMPORTANT: If you kill your license, you need to get a new license from ICONICS to restart your GENESIS64 product.

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

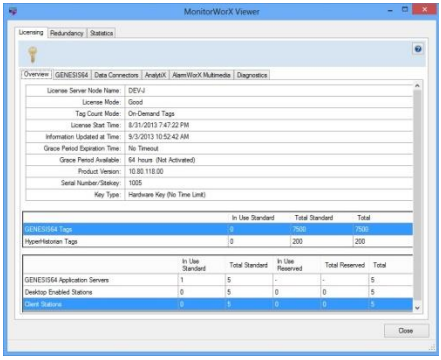
When you purchase licenses, the licenses are measured in a point count that determines the number of OPC tags that you can use in your application. One point count is used for most GENESIS64 applications. There are two different modes for using tags in point counts:

- 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 in either of the following ways:

- From the Windows desktop: click **Start** > **All Programs** > **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 MonitorWorX 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).

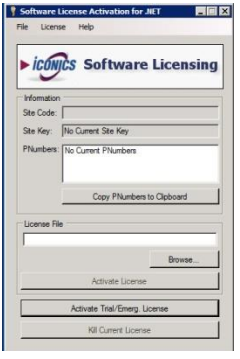
4.4.1 Acquiring a New Software License

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

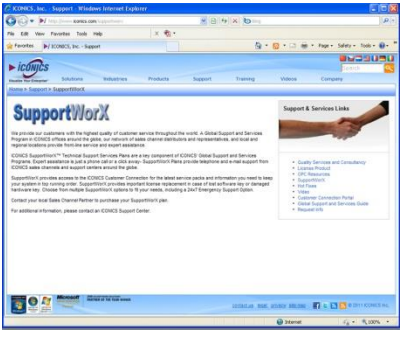
4.4.1.1 Issuing a New Software License

1. On the machine where you want the GENESIS64 license to reside, open the License Utility by going to **Start** -> **Programs** -> **ICONICS Licensing** -> **ICONICS .NET Licensing** -> **Licensing 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 Product” link on the right side of the page.



Or, from ICONICS’ website (http://www.iconics.com), select “License Your 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.

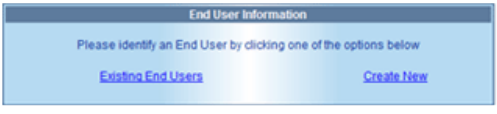
5. You will be required to log in to access the Software License Options. Enter your email address and password and click on the “LOGIN” button. If you do not yet have an account, you can create one by clicking on the “Create New Account” link near the bottom of the page.

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

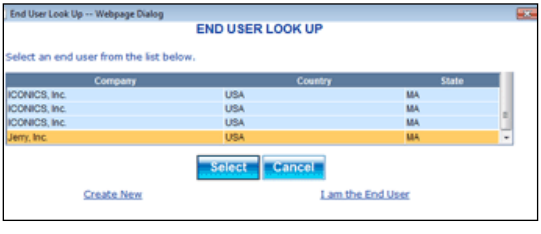
7. Enter your Product Registration Numbers and Customer Keys for the products to license, then click “Next”.

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

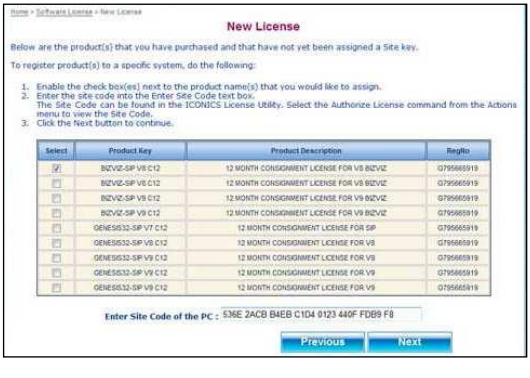
8. In the next screen, you will be requested to identify the end user for whom the license is being issued. You can look up a list of users that have been previously entered by clicking on the “Existing End Users” link or can enter a new one by clicking on the “Create New” link.



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”.

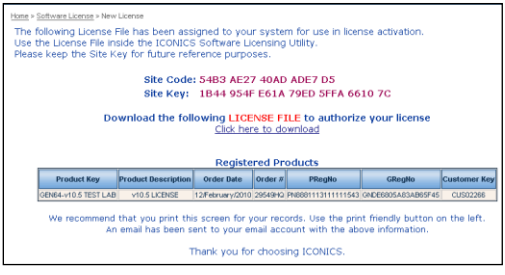


10. In the next screen, you will see a list of the products that are available for you to license. Check all the products that you would like to license. Copy the Site Code from the license utility of the destination machine and paste it into the Site Code box of the current Web page, then click on “Next”.



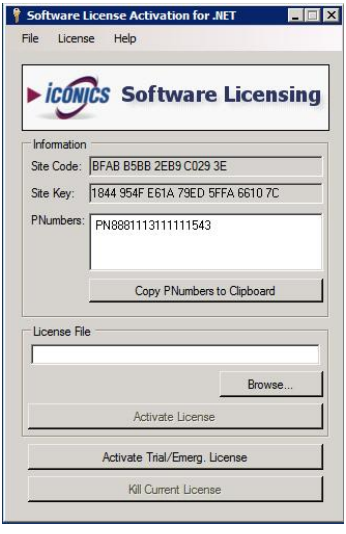
11. Review the license information before proceeding. Click on “Generate Key” to issue the new Site Key.

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



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 Web site.

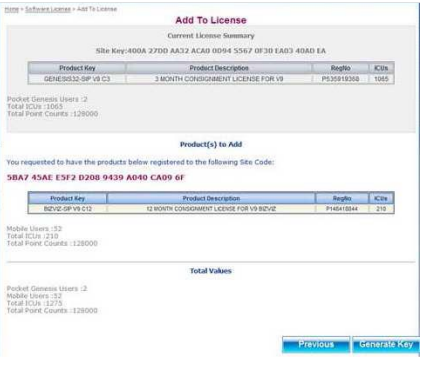
4.4.2 Adding to an Existing Software License

1. Go to http://www.iconics.com/supportworx and launch the Web Licensing Utility Site by clicking on the “License Product” link on the right side of the page.
2. Once you have logged into the Web site 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 Web site
- Step 2: Upgrade the license on our Web site
- Step 3: Uninstall the older version of software and install the newer version
- Step 4: License the newer version

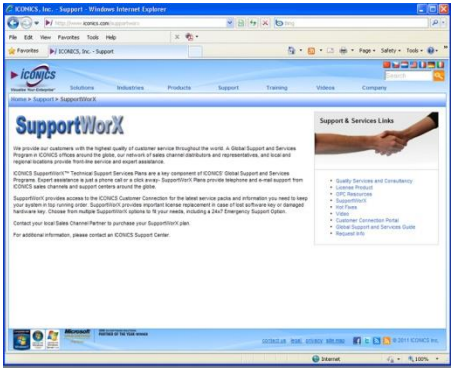
The order in which you do Step 2 and Step 3 does not matter.

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 Licensing Utility (Software License Activation for .NET) provided on the GENESIS64 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 Web site. 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 Product” link on the right side 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.

Home > Software License > Kill License

Kill License

Site Key successfully deleted

Site Key: 1B44 954F E61A 79ED 5FFA 6610 7C

Kill Code: 6D57 CEFB FBFE 05B6 BD53 7A08 4ED5 EA

The following products are again available to you for registration:

Available Products

Product Key	Product Description	Order Date	Order #	PRegHo	GRegHo	Customer Key
GEN64-v10.5 TEST LAB	v10.5 LICENSE	12/February/2010	29549HO	PN888111311111543	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.

4.4.3.2 Upgrading the License on ICONICS' Web Site

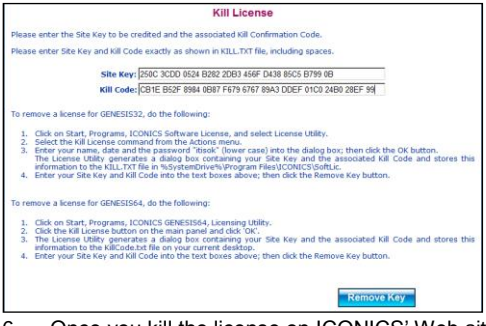
See Section **4.2.4** "Killing a Software Key License" for the initial steps on how to kill a license within the Licensing Utility (Software License Activation for .NET) provided on the GENESIS64 DVD. Be sure to take note of the Site Key and Kill Confirmation Code. This information is necessary to put the license back on the ICONICS Web site. 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 Product” 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’ Web site, 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.

Home > Software License > Kill License

Kill License

Site Key successfully deleted

Site Key: 250C 3CDD 0524 B282 2DB3 456F D438 85C5 B799 0B

Kill Code: CB1E B52F 8984 0B87 F679 6767 89A3 DDEF 01C0 24B0 28EF 99

If products in this license are eligible, they may be upgraded to the latest version here.

The following products are again available to you for registration:

Available Products

Product Key	Product Description	Order Date	Order #	PRegNo	GRegNo	Customer Key
GEN32V8-5000	V8 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	29549HQ	PN2111111111111111	GND123456789123456	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.

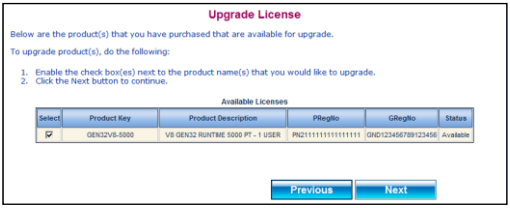
7. At this point, you have completed killing the license. Notice that in the final “Kill License” page, as shown above, it states that if the license is eligible, it can be upgraded to the latest version and it provides a link for availability.

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).

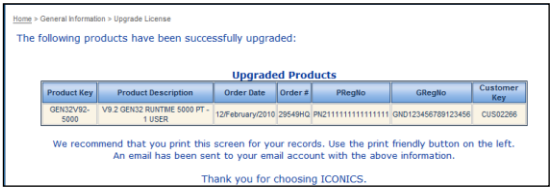
Follow these steps to upgrade your license.

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 Web site.
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).



Home > General Information > Upgrade License

The following products have been successfully upgraded:

Upgraded Products

Product Key	Product Description	Order Date	Order #	PRegNo	GRegNo	Customer Key
GEN32V92-5000	V9.2 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	29549HQ	PN211111111111111	GND123456789123456	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.

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 GENESIS64 DVD.

4.5 Demo Mode

Without a valid license installed in your PC, it is still possible to use GENESIS64 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 GENESIS64 longer than the 12-hour limit generates a message stating that the demo time has been exceeded. You must then exit GENESIS64 and reboot the PC. On restarting GENESIS64, 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.

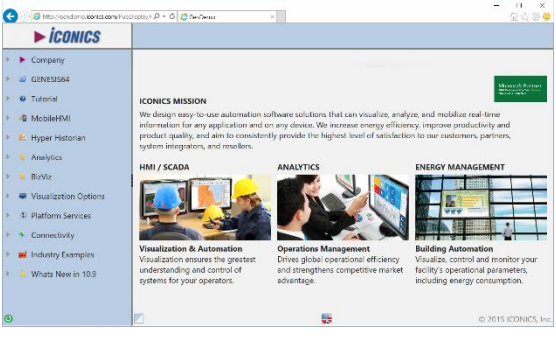
If you intend to run in Demo Mode, go to Chapter 5 to read about GenDemo.

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, Hyper Historian and BizViz, 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 http://gendemo.iconics.com from an Internet Explorer Web browser.

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 5**) 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:

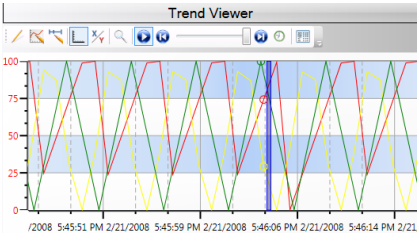
- AlarmWorX64 Viewer – Which you use to configure real-time alarms and attach them to alarm sources; display alarm notifications; make it easier to notice, respond, and acknowledge alarm conditions; and view historical alarms.
- AlarmWorX64 Server – Receives data from OPC-compliant Data Access servers 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 5**) provides an overview of AlarmWorX64. For a complete understanding of AlarmWorX64, access GENESIS64 online Help while in AlarmWorX64.

6.4 TrendWorX64

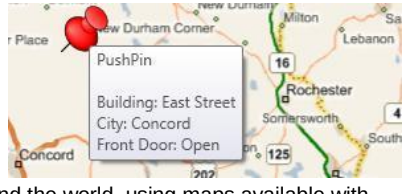
Use TrendWorX64 to plot real-time and historical OPC data into charts and graphs of all kinds, which you can then use as multifunctional HMI graphic displays. TrendWorX64 has a number of tools you can use to satisfy a wide range of applications.



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 5**) 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 5**) provides an overview of EarthWorX. Instructions for using EarthWorX are available in GENESIS64 online Help.

6.6 GridWorX

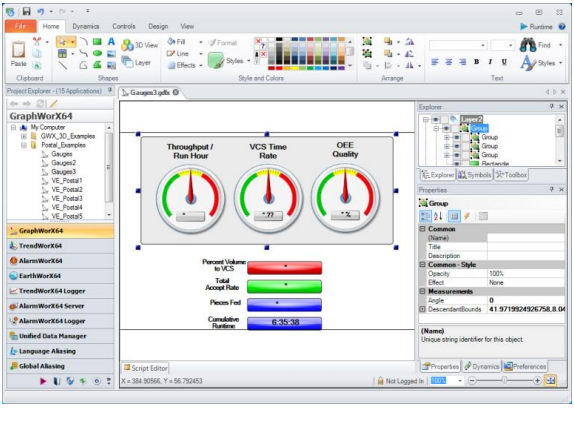
GridWorX allows users to visualize, edit and update database tables through GENESIS64. Built in two parts the GridWorX Server can be found within Workbench, while the GridWorX Viewer can be added to GraphWorX64 HMI screens through the Controls tab of the GraphWorX64 Ribbon.

6.7 Workbench

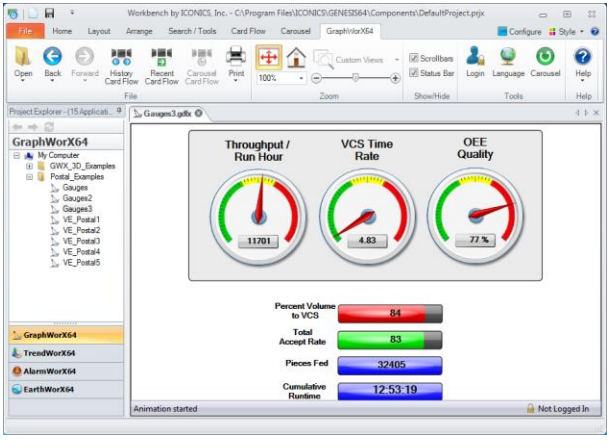
The Workbench is the centralized Web-based interface in which you open GENESIS64 products and configure GENESIS64 components, runtime, and security. Every GENESIS64 component can be loaded, worked with, and run inside the Workbench. Projects can be packaged and deployed from inside the Workbench, too.

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.

In **Configuration** mode, tools are easy to access:

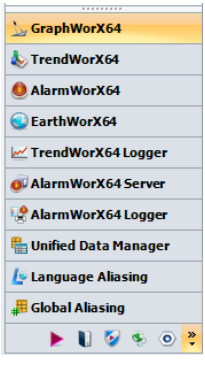


In **Runtime** mode, you can navigate with ease.



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 5**) 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 Online Help

ICONICS software provides online help with descriptions and explanations of each application. Help is available throughout GENESIS64. 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.

7.2 Product Videos

ICONICS offers videos that showcase and demonstrate solutions using a variety of ICONICS products. To view and download these videos, go to http://www.iconics.com/Video.aspx.

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, fax, email or the ICONICS Web site.

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 ICONICS Knowledge Base

The ICONICS **Knowledge Base** is a subscription-only service that contains hundreds of known product questions and answers. The Knowledge Base includes solutions, tips and tricks and frequently asked questions (FAQs) on all ICONICS products. Advanced search allows you to tailor queries using a natural language approach. *This service is available by subscription only.* For more information go to: http://knowledge.iconics.com.

7.4.3 Online Support

ICONICS maintains a comprehensive Web site at http://www.iconics.com. This is the best place to go for the latest events, support information, product downloads, licensing, documentation, services, and product news.

Note. Software obtained from ICONICS.com is subject to the ICONICS License Agreement.

7.4.4 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. Calls are answered immediately during the business hours below.

Americas (United States): 508-543-8600	8:00 AM – 6:00 PM Eastern Standard Time
Europe (Czech Republic): 420-377-183-420	9:00 AM – 6:00 PM European Central Time
Asia Pacific (Australia): 61-297-273-411	9:00 AM – 6:00 PM Australian Eastern Time

Please have the following available when you call:

- Your SupportWorX Plan Number
- Your GENESIS64 Registration or Serial 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 http://www.iconics.com/Support.aspx to contact our Technical Support department.

7.4.5 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 and Product Registration Number or Serial Number when sending your message. E-mail requests will be answered on a first-come, first-served basis, typically on the same day (up to three

Make the Invisible Visible™

Gold Microsoft Partner

Microsoft

VISUALIZE ANALYZE MOBILIZE CLOUD

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**.

www.iconics.com

© 2017 ICONICS, Inc. All rights reserved.