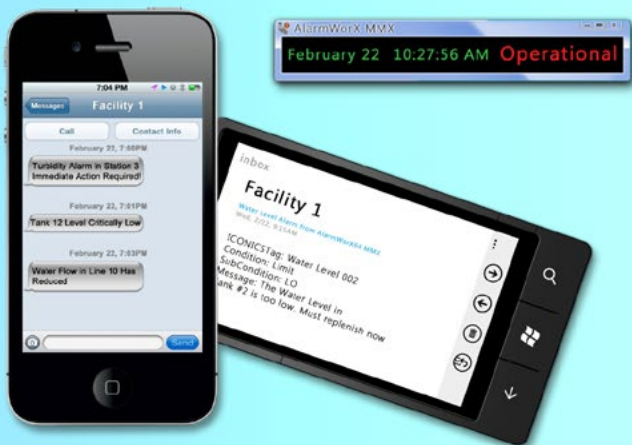


Alarm WorX™ 64

Multimedia

Getting Started



Visualize Your Enterprise™

AlarmWorX Multimedia
Getting Started Guide
Version 10.95

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1 INTRODUCTION

1.1 What Is AlarmWorX Multimedia?

AlarmWorX Multimedia is the next generation of modular automation for advanced OPC-based HMI and Visualization by ICONICS. It is an option of AlarmWorX64 that provides OPC-compliant multimedia technology for remote alarm notification, enabling you to send and receive alarms using various multimedia agents.

Use the AlarmWorX Multimedia provider in the Workbench to configure alarms on several different types of media agents that can notify anyone, anywhere, of an occurring alarm. You can also use it to:

- Configure alarms, alarm action sets, multimedia agents, and alarm acknowledgement codes.
- Create subscriptions to OPC Alarm and Event (AE) servers.
- Configure schedules and destinations for alarm notification messages.

Multimedia agents you can use include:

- **Telephony** agents, which include: call-out agents, call-in agents, and public address (PA) agents for delivering and receiving alarm notifications.
- **Pager** agents that page you when an alarm occurs.
- **Video** agents that play prerecorded video or video captured at the moment of an alarm.
- **E-mail** agents that use standard email for alarms, acknowledgements, files, and more.
- **Social Media** integration to services such as Yammer for improved collaboration.
- **Skype messaging** agents that deliver instant text messages to any Skype account.
- **Marquee** agents that send alarms and event messages to a computer's scrolling marquee (software marquee agents) and external scrolling marquees (IP device marquee agents).

- **Sound/text-to-speech** agents that play prerecorded sounds and speech over the network.
- **Fax** agents that use a fax machine to send alarm notifications.
- **Popup** agents that launch applications, provide alarm messages, and execute files on a compute.
- **Task tray** agents that deliver pop-up messages to the Windows task bar.
- **Custom** agents that let you create your own multimedia agent.

2 INSTALLATION AND REQUIREMENTS

2.1 System Requirements and Recommendations

AlarmWorX Multimedia has the following system requirements.

Supported Operating Systems

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 x64
- Windows Server 2012 R2 x64
- Windows Server 2012 x64
- Windows Server 2008 R2 x64
- Windows Vista x64 SP2 (Business, Ultimate, or Enterprise Edition)
- Windows Server 2008 x64

Minimum Requirements

- 1.6 GHz Dual/Multi Core 64-bit processor (AMD Athlon 64 X2, Intel Pentium D, Intel Core 2 Duo, Intel Xeon)
- 4 GB Physical Memory (RAM)
- 4 GB free hard disk space available
- 8x speed DVD-ROM optical drive
- 1024x768, 16-bit color display (minimum)
1280x1024 32-bit color (or better), DirectX 9 Video Card or better (recommended)
- Microsoft Internet Information Services (IIS) 7.0
- Microsoft SQL Server 2008 R2 SP1 *or later*
Workgroup/Standard/Enterprise Edition
OR
Microsoft SQL Server 2008 R2 SP1 *or later* Express
Edition with Microsoft SQL Server Management Studio Express

2.2 Prerequisites for Devices and Agents

The following devices and preconditions are required for agents that you can configure using AlarmWorX Multimedia.

2.2.1 Skype Messaging Agents

Before you can use the Skype messaging agent, Skype must be installed and running on the computer on which the Skype messaging agent is installed.

If you do not have a Skype account:

1. Go to www.skype.com and install Skype on the computer.
2. Add the users to be notified via Skype to the list of Skype contacts.

2.2.2 Telephony Agents

The Telephony agents (PA, call-in, and call-out agents) currently support up to 20 phone lines. However, the agents have been tested with a maximum of four phone lines. Phone lines that you are defining agents for must be actually plugged into the Telephone card in the computer.

For call-out agents, TAPI Compliant Voice and Dialogic Modems are supported. ICONICS recommends using the Multitech MT9234ZPX-UPCI TAPI Modem. For more information about this modem, please go to the following Web site:

http://www.multitech.com/en_US/PRODUCTS/Families/MultiModemZPX/

For **PA (public address) agents** and **call-in agents**, Dialogic hardware is required. Digital lines are not supported. For information about purchasing and installing Dialogic boards, visit the Web site:

<http://www.dialogic.com/contact/default.htm>

ICONICS does not provide support for installation and configuration of Dialogic cards. Please contact your Dialogic vendor for support.

OEMs can customize the use of their Dialogic add-in phone cards mainly for dial-in behavior. These settings are added to the ICOS SETUP.INI file found in the %SystemRoot%/Documents and Settings/All Users/Application Data/ICONICS folder. Dialogic configuration settings are provided in the online **Help** for AlarmWorX Multimedia.

2.2.3 **Sound/Text to Speech Agents**

The sound/text-to-speech agent uses sound (.wav) files or text messages to be converted to speech. As such, software and devices that support the creation and/or use of these files is required.

Alarms are spoken through speakers connected to a sound card. For that reason, the devices that will receive alarms sent by a sound/text-to-speech agent must have the ability to play sound, such as a sound card and speakers.

Speech settings are configured in the Speech Properties dialog box in the Windows Control Panel. For extra language support, better sounding voices, or a list of available third-party text-to-speech engines, visit the following Web site:

www.microsoft.com/speech/evaluation/thirdparty/engines.mspx

2.2.4 **E-mail Agents**

The e-mail agent supports the following e-mail types:

- Simple MAPI (for use with Microsoft Outlook Express, Lotus Notes, Simple MAPI Mail)
- Extended MAPI (for use with Microsoft Outlook)
- SMTP (for use with Gmail and SMTP server outgoing mail only)
- Option to send alerts to a corporate Yammer service

The e-mail agent requires the following configuration:

- A MAPI-compliant third-party e-mail program must be on the computer from which e-mails are sent. Microsoft Outlook is an example of a MAPI-compliant third party e-mail program.
- Microsoft Outlook Express can also be used and can be downloaded for free from Microsoft. However, unlike Outlook, Outlook Express will only work with POP3 e-mail servers.
- Previous versions of Outlook Express may require additional security settings in order for the e-mail agent to work properly. For more information, go to:

<http://support.microsoft.com>

and search for your current version of Outlook Express.

The e-mail agent operates on e-mail messages in the e-mail programs default folder only. For example, a reply with an acknowledge code is only seen if sent to the default e-mail programs folder (Inbox for Microsoft Outlook). If you set up your e-mail program to reroute your mail to other various folders, the multimedia agent might not read the incoming e-mail.

2.2.5

Fax Agents

The Fax Agent uses the Microsoft Fax Console, which is configured via the Windows Control Panel. The Fax Console installation is an optional installation in Windows; if it is not installed, you can install it from the Windows CD. When setting up Fax Console, it is important to set the dialing rules correctly. To set the dialing rules, go to Control Panel > Phone and Modem Options.

The Fax Console includes diagnostic support, which is enabled through Control Panel > Printers and Faxes. Select Fax from the list of printers, and then right-click and select Properties. This opens the configuration dialogs for the fax printer. The Tracking tab contains settings that enable support for monitoring the progress of fax requests.

2.2.6

Pager Agents

The Pager Agent connects to a wide variety of pager services and supports the most popular protocols:

- Tele-Alphanumeric Protocol (TAP)
- Simple Messaging Service (SMS)

Other variations are supported as well, such as Paging Entry Terminal (PET), which is basically the same as TAP.

Note: For high volume applications it is often better to use the e-mail agent for pager support. This is due to the fact that a majority of pager services support email to page. Set the SentTo field to "Pager number@Pager service", for example, 5551230@service.com. This causes the pager service's email system to process the email and send the information to the pager. This method avoids the delay associated with modem dial-up.

The method through which a page is sent depends on the type of pager being used. For example, in the United States the predominant pager types use TAP, and use a standard modem to communicate.

TAP pagers can also use Integrated Services Digital Network (ISDN) carriers. The Multimedia Configurator calls this "Modem/ISDN Service" (rather than specifying actual protocols used) because this is a more user-friendly approach.

It is the paging service and the Multimedia software that communicates via TAP; it is not something special in the modem itself. Therefore, most Hayes-compatible off-the-shelf modems should work for sending TAP messages.

SMS pagers permit two-way paging. This allows AlarmWorX Multimedia users to send an Acknowledgement back to the alarm system directly from the pager. SMS paging messages are not sent over a modem, but rather use the Global System for Mobile communications (GSM) network. The Multimedia Configurator interface refers to the method of communication and calls this "GSM/PCS service".

2.2.7 **Video Agents**

Video agents can display:

- video files in the following formats:
.avi, .mpg, .mpeg, or .mov
- video snapshot (or image) files in the following formats:
.bmp, .jpg, .jpeg, or .gif

Many different kinds of video capture devices can be used with the Video Agent. One example is the Logitech® QuickCam® video camera. Before you can configure a video agent, the device's software must be installed on the system. Once the video capture device is installed, go to the Alarm Configurations - Multimedia Agents - Video folder on the tree control of the Multimedia Workbench Configurator. Click on the General Settings button.

The general settings for video agents vary depending on the video device. The video agent's general settings function only if you have a video capture device (Web camera) installed on your computer.

If no video capture device is found, you will get an error message informing you that the application could not find any video capture devices.

If you are using a remote node for video capture, you will have to go to the remote node and change the video agent's settings for video capture on that remote node. If there is no AlarmWorX Multimedia Workbench Configurator installed on the video capture node, you can run the "MMXSnapshot.exe" in the "Bin" directory to set the video agent's general settings.

2.3 Installing AlarmWorX Multimedia

Before You Begin! If you are using Telephony agents (that is, the call in, call out, or PA – public address – agents), the modem or Dialogic card driver must be installed **before** you install AlarmWorX Multimedia. If you install the model or card driver **after** installing AlarmWorX Multimedia, you must reinstall AlarmWorX Multimedia so that the proper driver for the device you are using can be installed.

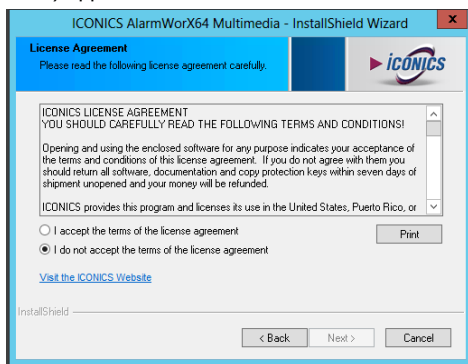
Note: You cannot install any 10.8x product from Remote Desktop when using a shared drive. In such instances, it is suggested that you copy the installation's sources to a local drive or share the drive via Windows networking rather than via Remote Desktop.

To install AlarmWorX Multimedia:

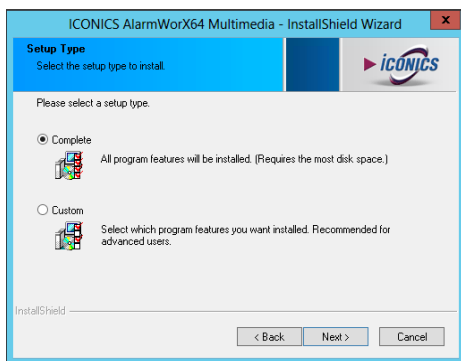
1. Insert the installation DVD into your optical drive and the installer will open. Click to install AlarmWorX Multimedia. (If autostart does not automatically display a menu, open the DVD drive window and double-click the **Setup.exe** file icon.)



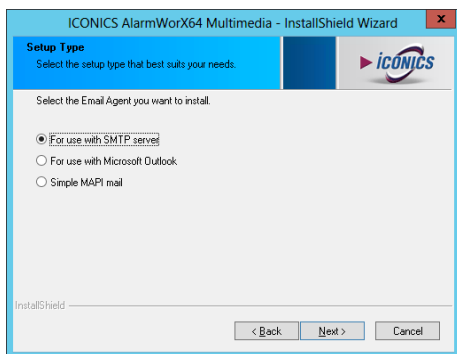
2. The install begins. The next screen shows you the components that are required by AlarmWorX Multimedia but are not installed on the computer. The installation will install these components before it installs AlarmWorX Multimedia.
3. Click **Install**. AlarmWorX Multimedia installs the prerequisite components. You will see it progressing through the components; the screen will show a status, and command windows will open and close while the installation progresses.
4. Click **Next**. The License Agreement window (shown below) appears.

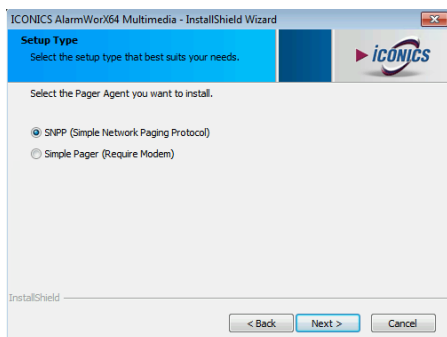


5. Read the license, and then select **I accept the terms in the license agreement**, and click **Next**. You can proceed with the installation only after accepting the terms.
6. The Setup Type window appears. Accept the default setup type of **Complete**, and then click **Next**.

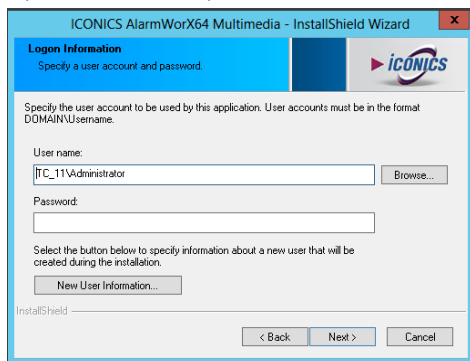


7. The **Setup Type** screen appears. If a Dialogic Card is detected on the computer, you will be asked to choose which **Telephony Agent** will be active. You will also be asked to choose the active **Email Agent** and **Pager Agent**, as well as your **Modem/ISDN Carrier** and **GSM/PCS Carrier**. After making your selections, click **Next**.

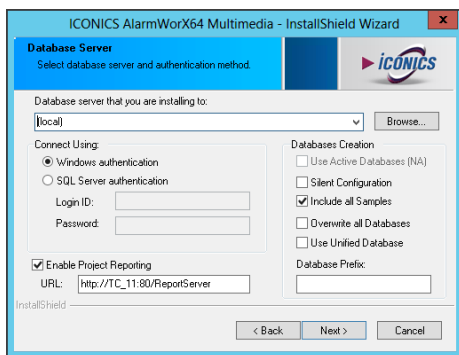




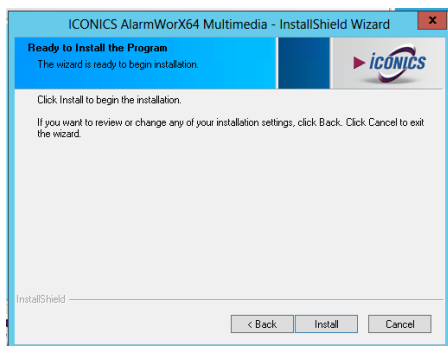
8. The Logon Information screen appears. Enter the requested user name/password info. Then click **Next**.



9. The Database Server screen appears. Select your database server and authentication method, then click **Next**.

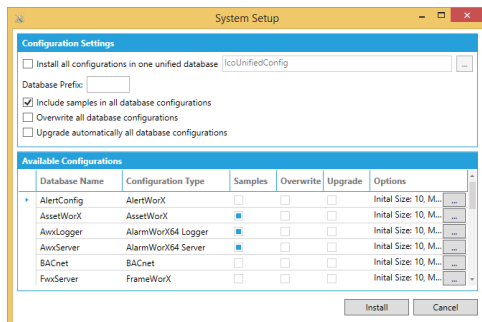


10. The next screen prompts you to begin the installation of AlarmWorX Multimedia. Click **Install**.

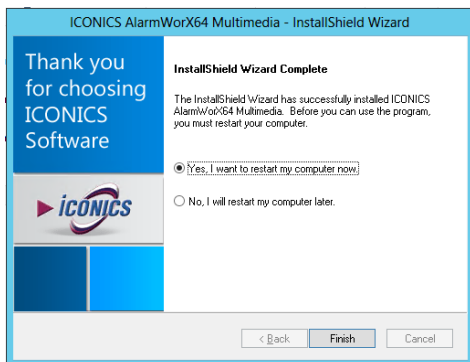


11. If you see a screen that warns you that files are in use, accept the default option and click **OK**.
12. The installation may take 5 to 10 minutes to complete. You may see a progress bar while it installs.
13. The **System Setup** Dialog will now appear. You can either leave the **Include all samples** 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).



14. Click the **Install** button to continue the installation.
15. Once complete, you will see the following window. Click **Yes, I want to restart my computer now** to restart your computer.



2.4 Uninstalling AlarmWorX Multimedia

The AlarmWorX Multimedia software can be uninstalled (removed) from the computer. 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 AlarmWorX Multimedia Software (or its components) will *not* uninstall the Licensing software. Your valid license will remain activated on your PC.

To uninstall AlarmWorX Multimedia, from the Windows **Start** menu select the **Control Panel**. In the Programs and Features section, double-click **Add/Remove Programs** or **Uninstall a program**.

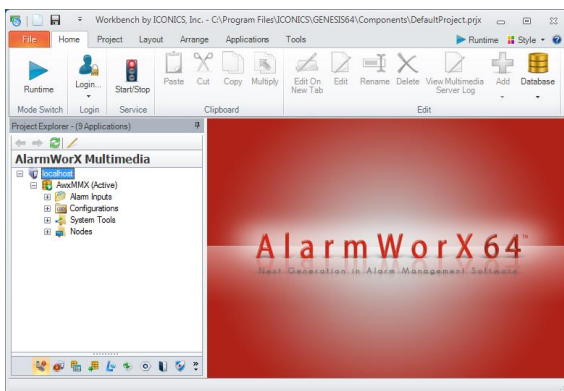
From the list of programs that you can remove, select **ICONICS AlarmWorX Multimedia**. Click **Change/Remove** to remove AlarmWorX Multimedia and all of its components. Select **Remove**, and then click the **Next** button. When the files are removed, the uninstall program will indicate that the process is complete.

3 **ALARMWORX MULTIMEDIA CONFIGURATION**

3.1 **Workbench and AlarmWorX Multimedia**

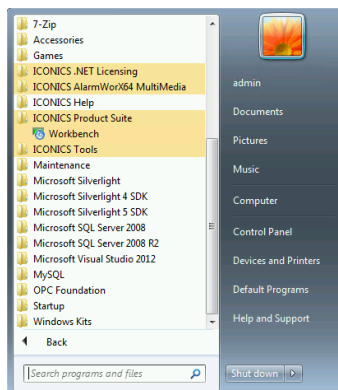
To configure AlarmWorX Multimedia, you use the Workbench, an integral part of ICONICS' GENESIS64 64-bit, OPC-integrated, Web-enabled HMI/SCADA suite. Workbench is loaded as part of the AlarmWorX Multimedia installation and is a multi-functional, centralized, Web-based environment for product configuration.

The Workbench can also act as an advanced operator interface for visualization and service management and has integrated layout/project management and remote, pack-and-go deployment capabilities.

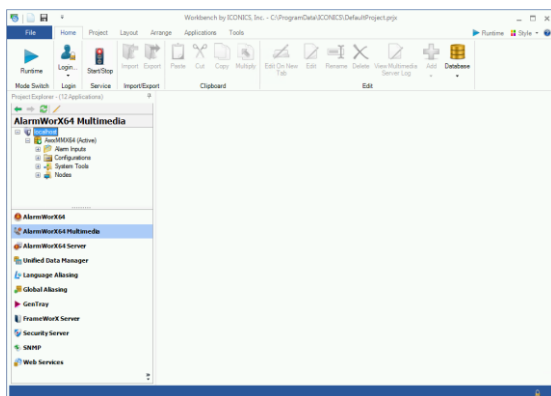


3.2 Starting the Workbench

To launch the Workbench directly from your desktop, click **Start > All Programs > ICONICS Product Suite > Workbench**.



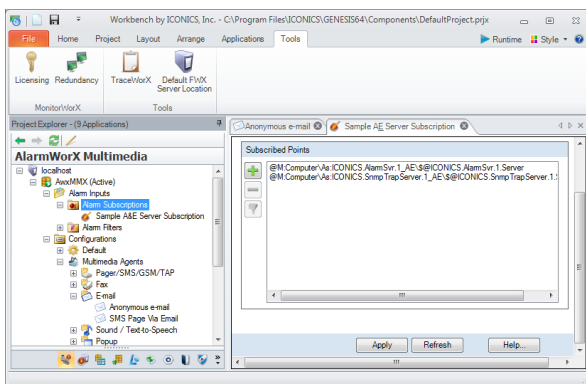
If you already have a component running in Workbench, select **AlarmWorX Multimedia** in the Project Explorer navigation menu.



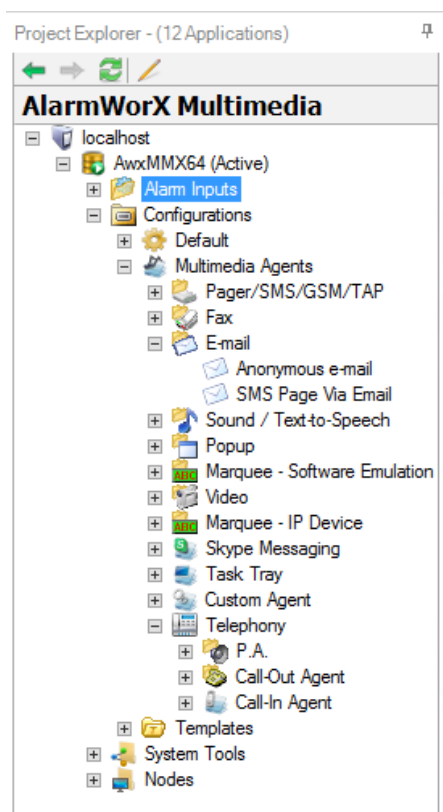
3.3 Creating Alarm Configurations

To create alarm configurations in AlarmWorX Multimedia, follow these steps:

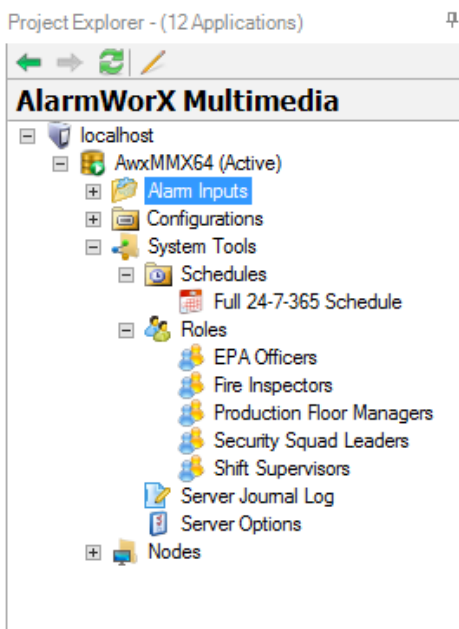
1. **Connect to an AlarmWorX Multimedia database.**
2. **Create subscriptions.** A subscription defines a connection to an alarm server, and specifically describes alarms that the Multimedia component is interested in.



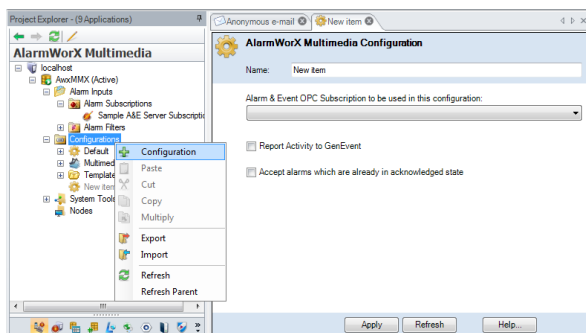
3. **Create alarm filters.** Alarm filters allow you to filter an alarm subset. You can make filters that only filter a specific alarm tag or filters that filter a group of alarms. The Multimedia Server uses alarm filters to specify which subset of alarms will be used to initiate a multimedia action.
4. **Create multimedia agents.** An agent is the means for notifying operators when an alarm reports. The means can be any of the supported multimedia in AlarmWorX Multimedia. Once you have defined an agent, you can use it (along with any other agents) in any action sets. As a result, when an alarm reports, its subscription's action set knows which media to use to notify operators.



5. When creating most agents, you can also specify the person to be notified. You can even set up schedules so that notifications are sent to the person on duty at the time the alarm occurs. To do this, you **set up roles and schedules**. This is an optional step for getting started, but is a handy feature for setting up alarm notifications and acknowledgements.



6. You also have the option to **create media templates** for any agent. Templates are helpful if you are creating many agents for one type of multimedia device.
7. **Create alarm configurations.** Each new database you create will have a default alarm configuration; this is the alarm configuration you should plan to use if you are just creating one alarm configuration for your computer to follow. If you create a new alarm configuration with a name other than "Default," you will also need to create a new node configuration and link it to your alarm configuration.



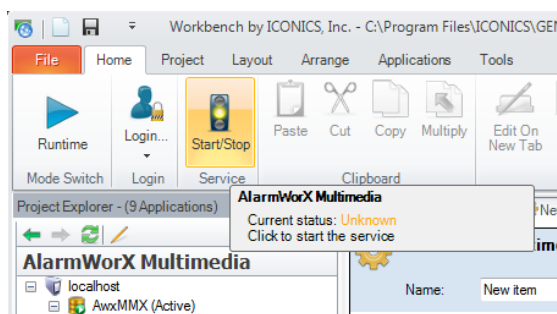
8. **Create action sets.** An alarm action set is a set of actions that the Multimedia Server will enact whenever an alarm from that subscription occurs.
9. **Make the database active.**
10. **Start the Multimedia Server.**

Each step is described in the online **Help** that is available in AlarmWorX Multimedia.

3.4 Starting the AlarmWorX Multimedia Server

In order for the AlarmWorX Multimedia Server to use the information in the configuration database, the server must be in "runtime" mode. To start the server:

1. Click the stoplight button on the **Home** ribbon in the Workbench.
2. Verify that the server is connected to the configuration database by checking that the Multimedia Server journal log is receiving alarms. You can access the log from within AlarmWorX Multimedia tree in the Workbench ([*Database name*]\System Tools\Server Journal Log).



4 ICONICS SOFTWARE LICENSING

4.1 Software and Hardware Keys

AlarmWorX Multimedia 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 AlarmWorX Multimedia installations, refer to the **ICONICS .NET Licensing Readme.htm** file, which is available on your Hyper Historian 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.

AlarmWorX Multimedia 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.



Hardware

Should the USB key be missing or unplugged during operation of AlarmWorX Multimedia 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.

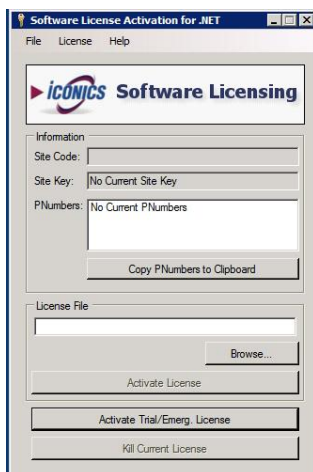
Should you require a replacement key, visit <http://www.iconics.com/supportworx>. New users must create an account through the ICONICS Web Licensing Utility in order to request replacement keys.

4.2 Licensing Utility

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

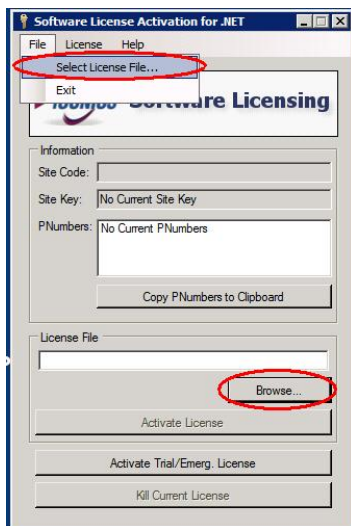
4.2.1 Running the Licensing Utility

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...**

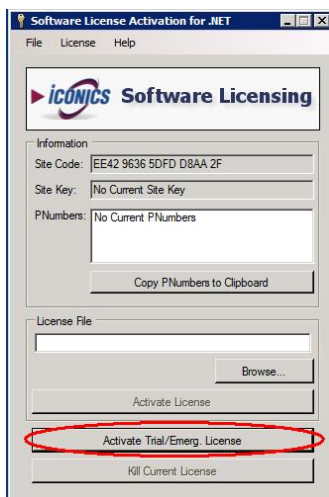


This brings up the Windows Explorer so that you may browse for the License File itself. Once you have located the file, double-click it or click **Open** to proceed.

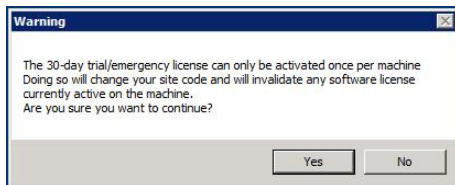
4.2.3 Activating the 30-day Trial/Emergency License

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.

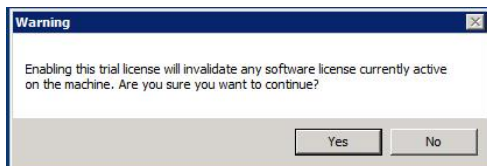
NOTE: This license can be activated only once per machine.



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

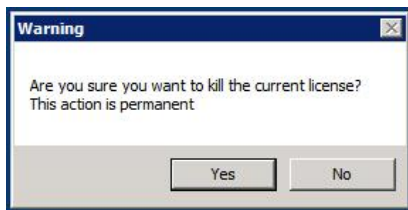
Killing a software key license deletes it and removes the current software license from the machine.

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.



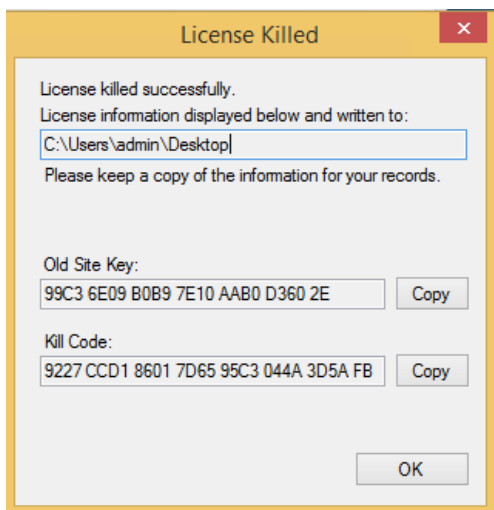
IMPORTANT: If you kill your license, you need to get a new license from ICONICS to restart your AlarmWorX Multimedia/GENESIS64 product.

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 e-mail 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

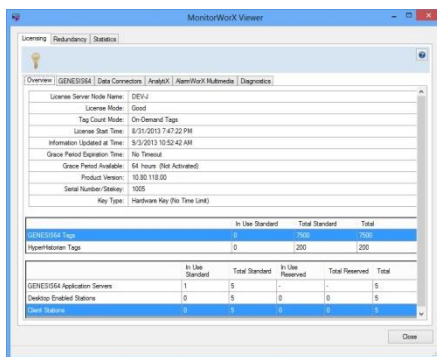
When you purchase licenses, the licenses are measured in a point count that determines the number of OPC tags that you can use in your application. One point count is used for most AlarmWorX Multimedia/GENESIS64 applications. There are two different modes for using tags in point counts:

- 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 > License Viewer**.
- From the Workbench: from the **Tools** ribbon click the **Licensing** button. Or from the **File** menu, select **Tools**, and then **Licensing**. The License Viewer displays as shown in the following image.



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

To locate the nodes where individual product features are consuming the server's license counts, use the **Diagnostics** tab.

4.4 Web Licensing

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

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

4.4.1 Acquiring a New Software License

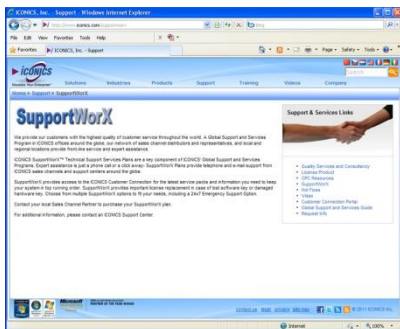
Users of ICONICS software can use the ICONICS Web Licensing Utility to acquire a new software key license.

Issuing a New Software License

1. On the machine where you want the AlarmWorX Multimedia/GENESIS64 license to reside, open the License Utility by going to **Start > Programs > 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' Web site (<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.

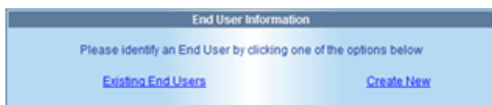
New License

Use this New License option if you do not currently have a permanent license on your computer. To issue a new license, do the following:

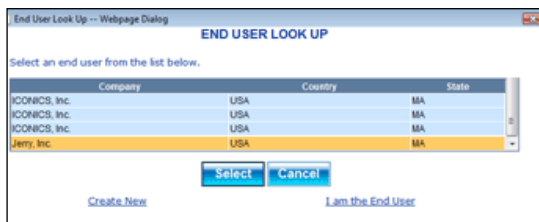
1. In the Product Registration column enter the registration number(s) and the associated Customer Key on the right. Product Registration Number(s) and Customer Key(s) can be found on the back of the ICONICS CD/DVD case(s).
2. For multiple registrations enter each on a separate row.
3. Click the Next button to continue.

Product Registration #	Customer Key
G795685919	CU502258

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".

Home > Software License > New License

New License

Below are the product(s) that you have purchased and that have not yet been assigned a Site key.

To register product(s) to a specific system, do the following:

1. Enable the check box(es) next to the product name(s) that you would like to assign.
2. Enter the site code into the Enter Site Code text box.
The Site Code can be found in the ICONICS License Utility. Select the Authorize License command from the Actions menu to view the Site Code.
3. Click the Next button to continue.

Select	Product Key	Product Description	RegNo
☒	BIZVZ-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8 BIZVZ	Q795665919
☒	BIZVZ-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8 BIZVZ	Q795665919
☒	BIZVZ-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8 BIZVZ	Q795665919
☒	BIZVZ-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8 BIZVZ	Q795665919
☒	GENES32-SP V7 C12	12 MONTH CONSIGNMENT LICENSE FOR SP	Q795665919
☒	GENES32-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8	Q795665919
☒	GENES32-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8	Q795665919
☒	GENES32-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8	Q795665919
☒	GENES32-SP V8 C12	12 MONTH CONSIGNMENT LICENSE FOR V8	Q795665919

Enter Site Code of the PC : 535E 2ACB B4EB C1D4 0123 440F FDB9 F8

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

Home > Software License > New License

New License

You requested to have the products below be registered to the following Site Code:

54B3 AE27 40AD ADE7 D5

Product Key	Product Description	PRegNo	GRegNo
GEN64-v10.5 TEST LAB	v10.5 LICENSE	PNB00113111111543	QND6600A0E3A065F45

Total BizViz/GEN32 Point Counts :0
 Total GEN64 Point Count: 100000
 Total Hyper Historian Point Count: 100000
 License Days:30

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

Home » Software License » New License

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

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

Download the following **LICENSE FILE** to authorize your license
[Click here to download](#)

Registered Products

Product Key	Product Description	Order Date	Order #	Plgfile	Gfile	Customer Key
GEN4-v10.5 TEST LAB	v10.5 LICENSE	12 February 2010 23:54:00	PN88811311111543	ONDEE005A3A805F45		CU020286

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

Thank you for choosing ICONICS.

13. Download the license file (*.glic) by clicking on the link. You will need this file to license the machine.
NOTE: If you misplace the file after receiving it, you can use the View License link with your Product Registration Number to download it again.
14. In the Software License Activation Utility, click on the "Browse" button and look for the license file that you downloaded from ICONICS' Web site.
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".

Add To License

Use the Add To License option below to modify an existing license to include products you have purchased. To add to a license, do the following:

1. Enter your assigned Site Key into the Existing Site Key text box. The site key should be identical to the one found in the ICONICS License Utility on your system. Use the View License command on the Actions menu to display this information.
2. In the Product Registration volume enter the registration number(s) and the associated Customer Key on the right. Product Registration Number(s) and Customer Key(s) can be found on the back of the ICONICS CD/DVD case(s).
3. For multiple registrations enter each on a separate row.
4. Click the Next button to continue.

Existing Site Key: 400A 27CD AA3Z AC4E 0D94 5567 8F30 EA03 40AD EA

Product Registration #	Customer Key
P148418844	CUS00051

Add Row Remove Row

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".

Add To License

Use the Add To License option below to modify an existing license to include products you have purchased. To add to a license, do the following:

1. Enter your assigned Site Key into the Existing Site Key text box. The site key should be identical to the one found in the ICONICS License Utility on your system. Use the View License command on the Actions menu to display this information.
2. In the Product Registration volume enter the registration number(s) and the associated Customer Key on the right. Product Registration Number(s) and Customer Key(s) can be found on the back of the ICONICS CD/DVD case(s).
3. For multiple registrations enter each on a separate row.
4. Click the Next button to continue.

Existing Site Key: 400A 27CD AA3Z AC4E 0D94 5567 8F30 EA03 40AD EA

Product Registration #	Customer Key
P148418844	CUS00051

Add Row Remove Row

Next

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

The screenshot shows a web application window titled "Add To License". It contains a "Current License Summary" section with a table of existing licenses and a "Product(s) to Add" section with a table of new licenses. At the bottom, there are "Previous" and "Generate Key" buttons.

Add To License

Current License Summary

Site Key: A00A 27DD AA32 ACA0 0094 5567 0F3D EAD3 40AD EA

Product Key	Product Description	RegNo	ICNs
GENE90532-SIP V9 C3	3 MONTH CONSIGNMENT LICENSE FOR V9	P530910308	1065

Product Genesis Users : 2
Total ICNs : 1065
Total Point Counts : 128000

Product(s) to Add

You requested to have the products below registered to the following Site Code:
3BA7 45AE E3F2 D20B 9439 A040 CA09 6F

Product Key	Product Description	RegNo	ICNs
BDVQ2-0P V9 C12	12 MONTH CONSIGNMENT LICENSE FOR V9 BDVQ2	P46418844	210

Mobile Users : 32
Total ICNs : 210
Total Point Counts : 128000

Total Values

Product Genesis Users : 2
Mobile Users : 32
Total ICNs : 1275
Total Point Counts : 128000

Previous Generate Key

- 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.

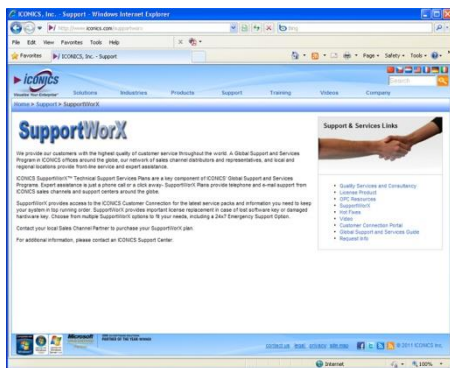
Killing a License via the ICONICS Web Licensing Utility

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 Hyper Historian 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.



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



- 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.



- Click on the "Kill License" link in the top navigation bar.
- 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.

Home > Software License > Kill License

Kill License

Please enter the Site Key to be credited and the associated Kill Confirmation Code.

Please enter Site Key and Kill Code exactly as shown in KILL.TXT file, including spaces.

Site Key:

Kill Code:

To remove a license for GENESIS32, do the following:

- Click on Start, Programs, ICONICS Software License, and select License Utility.
- Select the Kill License command from the Actions menu.
- Enter your name, date and the password "kill" (lower case) into the dialog box; then click the OK button. The License Utility generates a dialog box containing your Site Key and the associated Kill Code and stores this information to the KILL.TXT file in %SystemDrive%\Program Files\ICONICS\softlic.
- Enter your Site Key and Kill Code into the text boxes above; then click the Remove Key button.

To remove a license for GENESIS64, do the following:

- Click on Start, Programs, ICONICS GENESIS64, Licensing Utility.
- Click the Kill License button on the main panel and click "OK".
- The License Utility generates a dialog box containing your Site Key and the associated Kill Code and stores this information to the KillCode.txt file on your current desktop.
- Enter your Site Key and Kill Code into the text boxes above; then click the Remove Key button.

[Remove Key](#)

- 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 F8FE 05B6 BD53 7A08 4ED5 EA

The following products are again available to you for registration:

Available Products						
Product Key	Product Description	Order Date	Order #	PIRegNo	GIRegNo	Customer Key
GEN4-v10.5 TEST LAB	v10.5 LICENSE	12/February/2010 2:55:49H	PHN08113111111543	GNDE0005A83AB65F45		CU502266

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.

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 Hyper Historian 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.



- 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.



- Once you have logged in, click on the “Kill License” link in the top navigation bar.
- 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”).

Kill License

Please enter the Site Key to be credited and the associated Kill Confirmation Code.

Please enter Site Key and Kill Code exactly as shown in KILL.TXT file, including spaces.

Site Key:	[250C 3CDD 0624 B282 20B3 456F 043B 85C3 B799 0B]
Kill Code:	[CB1E B52F 896A 0B87 F679 6767 89A3 D0EF 01C0 24B0 28EF 9F]

To remove a license for GENESIS32, do the following:

- Click on Start, Programs, ICONICS Software Manager, and select License Utility.
- Select the Kill License command from the Actions menu.
- Enter your name, date and the password “0000” (lower case) into the dialog box; then click the OK button.
- The License Utility generates a dialog box containing your Site Key and the associated Kill Code and stores this information to the KILL.TXT file in %SystemDrive%\Program Files\ICONICS\Software.
- Enter your Site Key and Kill Code into the text boxes above; then click the Remove Key button.

To remove a license for GENESIS64, do the following:

- Click on Start, Programs, ICONICS GENESIS64, Licensing Utility.
- Click the Kill License button on the main panel and click “OK”.
- The License Utility generates a dialog box containing your Site Key and the associated Kill Code and stores this information to the KillCode.txt file on your current desktop.
- Enter your Site Key and Kill Code into the text boxes above; then click the Remove Key button.

Remove Key

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 B984 0B87 F679 6767 B9A3 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 #	PIregNo	GIregNo	Customer Key
GEN32V8-5000	V8 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	2954810	PN21111111111111111111	OND123456789123456	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.

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.

Upgrade License

Below are the product(s) that you have purchased that are available for upgrade.

To upgrade product(s), do the following:

1. Enable the check box(es) next to the product name(s) that you would like to upgrade.
2. Click the Next button to continue.

Available Licenses					
Select	Product Key	Product Description	PRegNo	GRegNo	Status
☒	GEN32V8-5000	V8 GEN32 RUNTIME 5000 PT - 1 USER	PN21111111111111111111	GN2123456789123456	Available

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:

Product Key	Product Description	Order Date	Order #	PKeyID	CKeyID	Customer Key
GEN32/V92-5800	V9.2 GEN32 RUNTIME 5000 PT - 1 USER	12/February/2010	29549HQ	PK21111111111111111111	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 Hyper Historian DVD.

4.5 Demo Mode

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

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

Running AlarmWorX Multimedia/GENESIS64 longer than the 12-hour limit generates a message stating that the demo time has been exceeded. You must then exit AlarmWorX Multimedia/GENESIS64 and reboot the PC. On restarting AlarmWorX Multimedia/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.

5 **HELP AND TECHNICAL SUPPORT**

5.1 **Online Help**

ICONICS software provides online help with descriptions and explanations of each application. Help is available from the Help menus and within most dialog boxes. You can access help from the following:

- Select **Help Topics** from the **Help** menu of the current application. This opens the help file for that application. To search for a topic in the help file, click the **Find** button and go through the Find Setup Wizard. Type or select the term you want to find, and then click on the topics.
- Click the **Help** button (or press the **F1** key) in any dialog box to display context-sensitive help for that dialog box or application.
- Move the mouse pointer over an icon and pause for a moment to display pop-up ToolTips for quick help.
- Adobe® Acrobat® PDF files of all AlarmWorX Multimedia documentation are included on the AlarmWorX Multimedia product DVD in the Documentation section.

5.2 **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.

5.3 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, e-mail 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>.

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>.

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>.

Online Support

ICONICS maintains a comprehensive Web site at 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.

Telephone Support

ICONICS support centers are open Monday through Friday, year round, except for local holidays and ICONICS holidays. Support handle 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 AlarmWorX Multimedia 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.

E-mail Support

The ICONICS support center e-mail 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 the same day (up to three days maximum).

NOTES



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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

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