

***Global Support & Services  
User Guide***

***April 2008***

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#### **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.

#### **EXPORT COMPLIANCE**

You are solely responsible for complying with applicable export and import regulations, securing any necessary export or import license(s), obtaining local customs clearance and paying all duties, taxes and other charges.

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## 1. Introduction to 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.

ICONICS SupportWorX Technical Support Services provide telephone and e-mail support from ICONICS sales channels and support centers around the globe. Expert assistance is just a call or a click away. SupportWorX provides access to ICONICS' electronic resource center for the latest service packs and information you need to keep your system in top running order. Further, SupportWorX provides important license replacement in case of lost software key or damaged hardware key. Choose from multiple SupportWorX options to fit your needs.

The ICONICS Global Support and Services team strives to deliver the best support available for HMI, SCADA and Manufacturing Intelligence projects. Your comments are always welcome. For additional information, please contact your local ICONICS representative or distributor, an ICONICS sales office near you, the ICONICS Corporate Headquarters directly by phone at (508) 543-8600 or by e-mail at [support@iconics.com](mailto:support@iconics.com), or visit our Web site at [www.iconics.com](http://www.iconics.com).

## 2. Replacing Software or Hardware Keys

ICONICS will replace lost software keys or damaged hardware keys free of charge for 90 days from date of product shipment. Thereafter, ICONICS will only replace lost software keys or damaged hardware keys when a valid SupportWorX Plan is in place or if a one time license replacement service fee equal to 10% of the list price of the products on the license is paid.

In case of emergency, a temporary, one-time, 30-day license can be activated through the ICONICS License Utility. New with all Version 9.1 software key purchases, ICONICS will include a 60-day emergency license that can be activated via the ICONICS Web Licensing Utility. This will provide time to arrange for the replacement of the license. Once the permanent license has been replaced, the emergency 60-day license will be made available again for future use.

To request replacement of a software key or hardware key, you must complete the applicable ICONICS Key Replacement Form. The forms are located in the Key Replacement section of the ICONICS Web Licensing Utility.

**SAFEGUARD YOUR LICENSE.** For more information, please refer to the application note on the GENESIS32 product DVD or CD called "Licensing – Do's and Don'ts". This application note can also be found in the Info Center section of the new ICONICS Web Licensing Utility.

Access the ICONICS Web Licensing Utility at [www.iconics.com/support/supportworx.asp](http://www.iconics.com/support/supportworx.asp).

## 3. SupportWorX Plans

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

### 3.1 SupportWorX Start-Up Plan

ICONICS is committed to helping new customers launch successful HMI, SCADA, and Manufacturing Intelligence projects. That is why we offer 90 days of FREE Level-1 Technical Support for first-time purchases of any ICONICS product. The SupportWorX Start-Up Plan is available, automatic and FREE to all new customers purchasing ICONICS software for the first time, for a period of 90 days from the date of shipment.

#### The SupportWorX Start-Up Plan includes access to:

- Our Technical Support Engineers via e-mail, fax or the Web. Level-1 Telephone support is also included. Customers contacting our support department will typically receive a response the same day (up to three days maximum).
- The technical support area on the ICONICS Web site, where up-to-date technical documents are regularly posted and where you can find the latest service packs, hot fixes, and tips and tricks for your applications
- The online Knowledge Base on the ICONICS Web site

### 3.2 SupportWorX Basic Plan

The SupportWorX Basic Plan is a one-year, renewable technical support plan. With SupportWorX Basic, you will be ensured that a team of skilled Support Engineers is just a phone call away.

#### The SupportWorX Basic Plan includes access to:

- ICONICS Technical Support Engineers via e-mail, fax or the Web
- Level-2 Telephone Technical Support Engineers. Customers contacting our support department will typically receive a response the same day (up to three days maximum).
- ICONICS Tech Support Web site access including: the ICONICS Knowledge Base, Application Notes, Whitepapers and Documentation.
- Debugging of up to 10 lines of VBA or other automation code
- One free license replacement per license per year (lost software key or damaged hardware key) during the annual term of the plan
- The technical support area on the ICONICS Web site, where you can find the latest service packs, hot fixes, and tips and tricks for your applications. Technical documents are regularly posted here.
- FREE Maintenance and Enhancement releases for your current version following the X.YZ version format. “Y” and “Z” digits are included. Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.
- “X” Major New Feature Releases are NOT included in the Basic Plan.

### 3.3 SupportWorX Site Plan

The SupportWorX Site Plan provides a higher level of rights and privileges than the SupportWorX Basic Plan for all active products at a single end-user location. A Site Plan may be purchased at any time, and is available as a 1-Year or Multi-year plan. Please specify product registration numbers and serial numbers for all products to be covered.

#### The SupportWorX Site Plan includes all the SupportWorX Basic Plan services, plus:

- FREE Product Upgrades for Major New Feature Releases plus Maintenance and Enhancement Releases following the X.YZ version format. All three digits are included as part of the Site Plan. Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.
- Synchronized Renewals – all licenses on-site will expire on the same date for administration efficiency. *Note: New licenses added to an active 1-Year SupportWorX Site Plan incur no support fees until time of annual renewal.*
- Invitation to official ICONICS Beta Programs
- 30% discount on Official ICONICS Training Classes as published on the ICONICS Web site and held at an Authorized ICONICS Training Center
- 15% discount on ICONICS Quality Professional Services (QPS)
- Telephone support for current version and *two* major versions prior, provided that all service packs have been applied
- The right to call any of the three ICONICS Global Support Centers directly during normal business hours
- **Optional** 24 x 7 Emergency Support. *Please contact ICONICS for pricing and more information.*

### 3.4 SupportWorX Enterprise Plan

The SupportWorX Enterprise Plan provides the highest level of rights and privileges for all active products for an End User Enterprise, which may include multiple sites in your company. This Enterprise Plan may be purchased at any time and is available as a 1-Year or Multi-year plan. Please specify the product registration numbers and serial numbers for all products to be covered.

**The SupportWorX Enterprise Plan includes all the SupportWorX Site Plan services, plus:**

- Multiple Sites in Your Company
- FREE 24 x 7 Emergency Support (exclusively through telephone and e-mail). Emergencies are generally defined as “entire system down,” or an ICONICS product feature is malfunctioning, resulting in production outage.
- FREE 1-Week On-Site Training. This includes up to five concurrent days of on-site training for up to a maximum of 12 students (recommended). *The customer must pay 110% of the travel and living expenses for the trainer.*
- 50% discount on Official ICONICS Training Classes as published on the ICONICS Web site and held at an Authorized ICONICS Training Center
- 35% discount on ICONICS Quality Professional Services (QPS)

### 3.5 SupportWorX SIP Basic Reseller Plan

Systems integrators who have purchased a SIP Plan from ICONICS may purchase and re-sell a SupportWorX Plan to their end user. Systems integrators with valid SIP Plans in effect may request to defer the starting date of a SupportWorX Plan for their end user for up to 180 days (6 months) from date of initial product shipment from ICONICS. *This request must be made at the time of initial order of the products and SupportWorX Plan.*

### 3.6 SupportWorX OEM Plan

OEMs may purchase a special one-year OEM SupportWorX Plan from ICONICS for licenses they have purchased. There are four different levels of OEM SupportWorX based on annual purchases from ICONICS. *Note: To purchase an OEM SupportWorX Plan, a signed OEM Agreement with ICONICS is required.*

#### **OEM SupportWorX-Lite (Max orders of \$25K USD per year)**

- Access to Level-2 Telephone Technical Support Engineers
- The technical support area on the ICONICS Web site, where up-to-date technical documents are regularly posted and where you can find the latest service packs, hot fixes, and tips and tricks for your applications
- The online Knowledge Base on the ICONICS Web site
- FREE Maintenance and Enhancement releases within the same ICONICS product family following the X.YZ version format. “Y” and “Z” digits are included. Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.
- Five license replacements per year total (lost software key or damaged hardware key) during the annual term of the plan
- Invitation to official ICONICS Beta Programs
- Debugging of up to 10 lines of VBA or other automation code
- 10% discount on ICONICS Products
- 15% discount on ICONICS Quality Professional Services
- Two development licenses for internal use only: valid for one-year – renewed when OEM SupportWorX Plan is renewed
- One seat at an official ICONICS Training Class as published on the ICONICS Web site and held at an Authorized ICONICS Training Center

#### **OEM SupportWorX-5 (Max orders of \$50K USD per year) and**

#### **OEM SupportWorX-10 (Max orders of \$100K USD per year)**

#### **Includes all features of the OEM SupportWorX-Lite Plan, plus:**

- Product Upgrades within the same ICONICS product family for Major New Feature Releases “X” digits – **Limited to licenses shipped within prior twelve (12) months**
  - Note: Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.
- One free license replacement per license per year (lost software key or damaged hardware key) during the annual term of the plan

#### **OEM SupportWorX+ (Orders over \$100K USD per year)**

#### **Includes all features of the OEM SupportWorX-10 Plan, plus:**

- FREE Product Upgrades within the same ICONICS product family for Major New Feature Releases “X” digits – **For license of any age**
  - Note: Toolkits and third-party products, such as OPC servers, are excluded from free upgrades.

## 4. Overview of SupportWorX Plans

	Start-Up	Basic	Site	Enterprise	SIP Basic Reseller	OEM <sup>13</sup>
<b>Fee</b>	<b>90 Days Free<sup>1</sup></b> to all new customers purchasing ICONICS software for the first time, for a period of 90 days from date of shipment	10% of current applicable list price <sup>2</sup>	Percent of current applicable list price for all active licenses <sup>3</sup> in any one end-user location determined by duration of plan purchased	Percent of current applicable list price for all active licenses <sup>3</sup> in one or multiple end-user locations determined by duration of plan purchased	10% of current applicable list price for any licenses purchased for re-sale to an end user <sup>9</sup> . SI's with valid SIP plans in effect may, at time of order, request to defer the starting date of a SupportWorX Plan for up to 180 days from date of shipment	<b>OEM SupportWorX+</b> Set annual fee <sup>14</sup> Orders up to \$250K/year <sup>14</sup> <b>OEM SupportWorX-10</b> Set annual fee <sup>14</sup> Max orders of \$100K/year <sup>14</sup> <b>OEM SupportWorX-5</b> Set annual fee <sup>14</sup> Max orders of \$50K/year <sup>14</sup> <b>OEM SupportWorX-Lite</b> Set annual fee <sup>14</sup> Orders up to \$25K/year <sup>14</sup>
<b>1-Year Plan</b>	N/A	10% Per Year	15% Per Year Minimum Fee \$2,500 <sup>14</sup>	15% Per Year Minimum Fee \$25,000 <sup>14</sup>		
<b>Multi-Year Plans<sup>4</sup></b> 5-years maximum	N/A	N/A	12.5% Per Year <sup>4</sup> Minimum First-Year Fee \$2,500 <sup>14</sup>	12.5% Per Year <sup>4</sup> Minimum First-Year Fee \$25,000 <sup>14</sup>		
<b>Support Level</b>	Level – 1 <sup>11</sup>	Level – 2 <sup>12</sup>	Level – 2 <sup>12</sup>	Level – 2 <sup>12</sup>	Level – 2 <sup>12</sup>	Level – 2 <sup>12</sup>
<b>License Replacement</b> For Lost Software Key or Damaged Hardware Key	Yes <sup>8</sup> Limited to First 90 Days <sup>8</sup>	Yes <sup>8</sup>	Yes <sup>8</sup>	Yes <sup>8</sup>	Yes <sup>8</sup>	<b>OEM SupportWorX+, -10, and -5</b> Yes <sup>8</sup> <b>OEM SupportWorX-Lite</b> Total of 5 per year
<b>Telephone and E-mail Support 8AM–6PM</b> Weekdays USA Eastern Standard Time and Local Country Offices. Closed on official ICONICS holidays.	Yes	Yes	Yes	Yes	Yes	Yes
<b>Access to Online Knowledge Base, Service Packs and Hot Fixes, Application Notes, Whitepapers and Documentation</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>Maintenance and Enhancement Releases</b> Support for “Y” and “Z” character maintenance revisions using ICONICS X.YZ versioning nomenclature. Toolkits and third-party products are excluded.	No	Yes <sup>15</sup>	Yes <sup>15</sup>	Yes <sup>15</sup>	Yes <sup>15</sup>	Yes <sup>15</sup>
<b>Product Upgrades</b> <b>Major New Feature Releases</b> Provides Upgrades for “X”, “Y” and “Z” version releases within a product line. DOES NOT provide Upgrade beyond 32-bit technology (i.e. to .NET technology). Toolkits and third-party products are excluded.	25% of the Current List Price of New Version	25% of the Current List Price of New Version	INCLUDED <sup>15</sup> FREE	INCLUDED <sup>15</sup> FREE	25% of the Current List Price of New Version	<b>OEMSupportWorX+</b> <sup>15</sup> Update License of any age <b>OEMSupportWorX-10</b> or <b>OEMSupportWorX-5</b> Upgrades limited to licenses shipped within prior 12 months <b>OEMSupportWorX-Lite</b> <sup>15</sup> 25% of the Current List Price of New Version
<b>Synchronized Renewals</b> All licenses on-site expire on the same date for administration efficiency.	No	No	Yes <sup>5</sup> New licenses incur no support fees until time of renewal.	Yes <sup>5</sup> New licenses incur no support fees until time of renewal.	No	No
<b>Invitation to Beta Programs</b>	No	No	Yes	Yes	No	Yes
<b>Discount on ICONICS Training<sup>7</sup></b>	No	No	30% Discount	50% Discount	No	No
<b>Discount on ICONICS Quality Professional Services (QPS)<sup>10</sup></b>	No	No	15% Discount	35% Discount	No	15% Discount
<b>24 x 7 Emergency Support</b>	No	No	Additional fee of \$20,000 per year <sup>14</sup>	Yes <sup>16</sup>	No	No
<b>On-Site Training</b>	No	No	No	1 Week On-Site Training <sup>6</sup>	No	No

- <sup>1</sup> “Start-Up” Support is provided for first-time purchases of any product in any end-user location. First-Line Support is through ICONICS authorized distributors.
- <sup>2</sup> The 10% “Basic” SupportWorX Plan price is only available when purchased with initial product order. Thereafter, it is available at 15%, with renewals at 10%. A license Product Registration Number or Serial Number must be provided for each support call. Support must be purchased for the subject license in order to receive support on the product in question.
- <sup>3</sup> Per ICONICS’ records. Includes all licenses not “killed.” New licenses added to an active Site or Enterprise Plan incur no support fees until time of renewal.
- <sup>4</sup> Multi-year SupportWorX SITE and ENTERPRISE plans may be purchased in advance for a 12.5% fee for each year of support, up to 5 years. A minimum first-year fee of \$2,500 applies to SITE plans. A minimum first-year fee of \$25,000 applies to ENTERPRISE plans. Multi-year plans require payment at time of purchase for all years covered by the plan.
- <sup>5</sup> New licenses purchased during the term of a Multi-year plan must be added to the Multi-year SITE or ENTERPRISE plan, which requires an additional payment equal to 12.5% of the List Price of the new license purchased for each full remaining year in the Multi-year plan. Multi-year plans require payment at time of purchase for all years covered by the plan.
- <sup>6</sup> Up to five (5) concurrent days of On-Site Training in one location included at no charge for tech support personnel’s time. The customer must pay 110% of the travel and living expenses for the trainer.
- <sup>7</sup> Discounts apply to Official ICONICS Training Classes as published on the ICONICS Web site and held at an Authorized ICONICS Training Center.
- <sup>8</sup> Limited to one (1) replacement license for damaged or defective hardware or software copy protection key per year provided plan is in effect. **NOTE: ICONICS will replace lost software keys or damaged hardware keys free of charge for 90 days from date of product shipment. Thereafter, ICONICS will only replace lost software keys or damaged hardware keys when a valid SupportWorX Plan is in place or if a one time license replacement service fee equal to 15% of the list price of the products on the license is paid. In case of emergency, a temporary, one-time, 30-day license can be activated through the ICONICS License Utility. New with all Version 9.1 software key purchases, ICONICS will include a 60-day emergency license that can be activated via the ICONICS Web Licensing Utility. This will provide time to arrange for the replacement of the license. Once the permanent license has been replaced, the emergency 60-day license will be made available again for future use. SAFEGUARD YOUR LICENSE. For more information, please refer to the application note on the GENESIS32 product DVD or CD called "Licensing – Do’s and Don’ts". This application note can also be found in the Info Center section of the new ICONICS Web Licensing Utility.**
- <sup>9</sup> SIP Program companies in good standing may defer the effective start date of a SupportWorX Plan purchased for their customer for up to 180 days (6 months) at the time of initial purchase order only! This allows the SIP to lock in the 10% price on the Basic Plan.
- <sup>10</sup> All QPS orders must be placed directly by the end user on ICONICS, Inc. A two-day minimum applies for all on-site services, plus travel and living expenses. The customer must pay 110% of the travel and living expenses for the trainer. A two-hour minimum applies for telephone or e-mail services. No distributor discounts apply.
- <sup>11</sup> Level-1 Telephone Support will be handled by Junior Support Engineers.
- <sup>12</sup> Level-2 Telephone Support will be handled by Senior Support Engineers.
- <sup>13</sup> To purchase an OEM SupportWorX Plan, a signed OEM Agreement with ICONICS is required.
- <sup>14</sup> All prices listed are for the United States only (US dollars). Prices are subject to change and may vary outside the US. Consult ICONICS for the applicable set fee amount.
- <sup>15</sup> Minor and Major upgrades for ICONICS toolkits or third-party products, such as OPC servers, privileges at the X or Y level are not provided free of charge; although free updates may be provided from time to time. For example, **OPC ToolWorX, ActiveX ToolWorX products and third-party OPC servers** are excluded from free updates, unless under a special promotional program.
- <sup>16</sup> 24-hour Support is provided exclusively through telephone and e-mail. Emergencies are generally defined as “entire system down,” or an ICONICS product feature is malfunctioning, resulting in production outage.

## 5. Purchasing SupportWorX Service Plans

ICONICS SupportWorX Plans should be purchased through your local representative or distributor. If you have any questions, please contact an ICONICS sales office near you, the ICONICS Corporate Headquarters directly by phone at (508) 543-8600 or by e-mail at [orders@iconics.com](mailto:orders@iconics.com), or visit our Web site at [www.iconics.com](http://www.iconics.com).

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

### 5.1 SupportWorX Start-Up Plan

All first-time customers receive this plan **free of charge** for the first 90 days from the date of product shipment. After 90 days, all benefits expire. To extend the benefits, a SupportWorX Basic, Site or Enterprise Plan will need to be purchased.

### 5.2 SupportWorX Basic Plan

Cost of this one-year plan is 10% of the total current applicable list price of all products covered, provided the plan is purchased within 30 days from the date of product shipment. Plan may be renewed on an annual basis for an additional 10% charge. If plan is purchased more than 30 days after product ships, or if plan is allowed to lapse, the charge will be 15%.

### 5.3 SupportWorX Site Plan

Cost of the one-year plan is 15% of the total current applicable list price of all products covered at one end-user location. A minimum fee of \$2,500 USD is required.

Multi-year SupportWorX SITE plans may be purchased in advance for a 12.5% fee for each year of support, up to 5 years. A minimum first-year fee of \$2,500 USD is required. New licenses purchased after instatement of the SupportWorX plan may be added to the SITE plan, provided that the customer makes an additional payment equal to 12.5% of the List Price of the Product for each license for each full year remaining in the Multi-year SITE plan. Multi-year plans require payment at time of purchase for all years covered by the plan.

### 5.4 SupportWorX Enterprise Plan

Cost of the one-year plan is 15% of the total current applicable list price of all products covered at a single or multiple end-user locations. A minimum fee of \$25,000 USD is required.

Multi-year SupportWorX ENTERPRISE plans may be purchased in advance for a 12.5% fee for each year of support, up to 5 years. A minimum first-year fee of \$25,000 USD is required. New licenses purchased after instatement of the SupportWorX plan may be added to the ENTERPRISE plan, provided that the customer makes an additional payment equal to 12.5% of the List Price of the Product for each license for each full year remaining in the Multi-year ENTERPRISE plan. Multi-year plans require payment at time of purchase for all years covered by the plan.

### 5.5 SupportWorX SIP Basic Reseller Plan

Cost is 10% of the total current applicable list price for any licenses purchased for re-sale to an end user. Start date of the plan may be deferred up to 180 days (6 months) from date of initial product shipment from ICONICS for valid SIP Plans and must be requested at time of order placement.

### 5.6 SupportWorX OEM Plan

OEM SupportWorX-Lite (Max orders of \$25K USD per year) may be purchased for a set annual fee.

OEM SupportWorX-5 (Max orders of \$50K USD per year) may be purchased for a set annual fee.

OEM SupportWorX-10 (Max orders of \$100K USD per year) may be purchased for a set annual fee.

OEM SupportWorX+ (Orders over \$100K USD per year) may be purchased for a set annual fee.

### 5.7 Renewals

All ICONICS SupportWorX subscribers will receive notification at least 30 days before the expiration of their plan. This notification will go to the person who has been designated as the contact person at the time of initial order placement. The cost of renewing the plan depends upon the SupportWorX Plan that is in place. Please contact an ICONICS Inside Sales representative or your local representative or distributor.

### 5.8 Transfer Licenses

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

## 6. Global 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 our Web site.

### 6.1 Local ICONICS Representative and Distributor Support

First-Line Support is through your local ICONICS representative or distributor. ICONICS representatives and distributors are among the best in our industry. These organizations work very closely with the main ICONICS support center to resolve customer issues. Representatives and distributors are required to update their ICONICS training each year in order to maintain authorized status. To locate your nearest representative or distributor, please visit the ICONICS Web site at [www.iconics.com](http://www.iconics.com).

### 6.2 ICONICS Global Support Centers

ICONICS support personnel hold degrees in either engineering or computer science. ICONICS Support Engineers undergo intensive classroom training and spend valuable time in our test laboratories, gaining hands-on experience before joining our technical support group. Site or Enterprise SupportWorX Plan customers can especially take advantage of our Global Support Centers, as they have the ability to call any of the three ICONICS Global Support Centers directly during normal business hours.

### 6.3 Telephone Support

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

<b>Americas (United States):</b> 508-543-8600 or 800-946-9679 (Toll Free - US only)	8:00 AM – 6:00 PM Eastern Standard Time
<b>Europe (Czech Republic):</b> +420 37 718 3447	9:00 AM – 6:00 PM European Central Time
<b>Asia Pacific (Australia):</b> +61 297 273 411	9:00 AM – 6:00 PM Australian Eastern Time

Please Note: United Kingdom customers should call the UK Support Center at: Telephone +44 (0) 1384 275 500; Fax +44 (0) 1384 401 642; Web: [www.iconics-uk.com](http://www.iconics-uk.com); or e-mail at: [support@iconics-uk.com](mailto:support@iconics-uk.com).

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

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

## 6.4 E-mail Support

The ICONICS support center e-mail addresses are:

- **Americas:** Support@ICONICS.com
- **Europe:** EuropeSupport@ICONICS.com
- **Asia Pacific:** 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).

## 6.5 Voice Mail Support

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

## 6.6 Fax Support

Customers may also submit a support request by fax. In the USA, please send your request to 508-543-1503, Attn: Technical Support, or direct your request to your local sales channel or regional ICONICS office. Please be sure to reference your SupportWorX Plan Number and Product Registration Number or Serial Number.

## 6.7 Online Support

Many tools and utilities are available on the ICONICS Web site that may help in building your application. The Web site also features many up-to-the-minute Service Packs and Hot Fixes that can be downloaded. Access to the ICONICS online support services is also available to all users. Simply go to the ICONICS Web site, [www.iconics.com](http://www.iconics.com), and click on Support. Customers may submit questions electronically via the ICONICS Web Support page by selecting the [Action Report](#) link on the Support page. Cases entered using the Web tool will be received, and a response will be generated within the first business day after the submission.

## 6.8 Support After Business Hours

For after-hours support, simply leave a message at one of our Call Centers, fill out the aforementioned Action Report from [www.iconics.com](http://www.iconics.com), or send an e-mail to your regional support e-mail address. Your call will be returned when the first Support Engineer comes on duty on a first-come, first-served basis. An optional 24 x 7 Emergency Support Plan is available only for customers who have purchased an Enterprise SupportWorX Plan or the add-on 24 x 7 option for the Site SupportWorX Plan.

## 6.9 Browsing the ICONICS Knowledge Database

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

## 7. Quality Professional Services (QPS) Support

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

SupportWorX **Quality Professional Services (QPS)** Support may be purchased on a first-come, first-served basis. Fees are charged at an hourly rate plus expenses. Possible uses for this service include:

- Architectural guidance
- Script debugging
- Startup assistance
- Custom Training
- Proof-of-concept demonstrations

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

As of this printing, Quality Professional Services are available on an hourly basis for a cost of \$195 USD per hour. If travel is required, then there will be an additional charge for travel, food and lodging expenses plus a 10% administration charge. A signed "Quality Professional Services Agreement" is required along with a 50% deposit on all services. Please allow at least two weeks for arrangements prior to when you need the services performed.

## **8. 24 x 7 Emergency Support Policies and Procedures**

Customers paying for Enterprise level SupportWorX plans are entitled to continuous telephone technical support day and night around the world 24 hours a day, seven days a week. Upon enrollment in this level of SupportWorX, the customer is provided with a 24 x 7 toll-free (in the USA) support telephone number for use when local support centers are not open.

Regardless of day of week, time of day, or holidays the ICONICS Global Support Team, anchored by Support Centers in the USA, Europe and the Pacific Rim will provide continuous, reliable support 24 hours a day, around the world to our Enterprise level SupportWorX customers.

In the event that a Support Engineer is not immediately available to take the call, a callback will be provided within two hours to the callback number provided by the customer.

## 9. Case Tracking

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

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

## 10. Product Life Cycle

### 10.1 Product Life Cycle and Support

The level of support services available for each ICONICS product varies with both the age of the product and the type of SupportWorX plan, as summarized in the table below.

<b>Engineering Support</b> (Entails potential changes to the source code of a product)	Current version and one major version prior.
<b>Telephone Technical Support</b> (Basic SupportWorX Plans)	Current version and one major version prior, provided that all service packs have been applied. Limited to GENESIS32 Suite and BizViz Suite Products. Excludes toolkits and OPC servers.
<b>Telephone Technical Support</b> (Site and Enterprise SupportWorX Plans)	Current version and two major versions prior, provided that all service packs have been applied. Limited to GENESIS32 Suite and BizViz Suite Products. Excludes toolkits and OPC servers.
<b>Products Available for Sale</b>	The final major version release of an ICONICS Product is offered for sale for a minimum of five years from its final release date. This policy is limited to products authored and copy written by ICONICS, Inc., and excludes products sourced and resold from other companies, such as OPC servers.

### 10.2 ICONICS Product Families

ICONICS Product Families are identified as follows:

- GENESIS32
- BizViz
- BizViz Analytics
- GENESIS64
- Embedded GENESIS32
- Toolkits
- OPC Servers
- OPC Servers (UA)

### 10.3 Product Upgrades

Customers with a valid SupportWorX Plan are eligible to receive product upgrades within the same ICONICS product family when released based on the following:

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

Customers without a Site, Enterprise or applicable OEM SupportWorX Plan may purchase product upgrades within the same ICONICS product family at 25% of the then current list price of the new version.

## ***10.4 Service Packs and Hot Fixes***

Product Service Packs and Hot Fixes are available for download on the ICONICS Web site at [www.iconics.com/support/downloads.asp](http://www.iconics.com/support/downloads.asp). Hot Fixes will be collected semi-annually and made into official Service Pack CDs, available upon request from ICONICS. ***Customers are required to carefully read the “Read Me” file before installing any Hot Fixes.***

Hot Fixes are reviewed by the ICONICS Quality Assurance Department. They are tested on newly installed machines with the original ICONICS software running. These “clean installs” test compatibility of Hot Fixes with other standard components, ensuring correct functioning with a typical system. Verification of problems and relative solutions are confirmed in these tests. Hot Fixes are also installed together to verify compatibility with each other. Finally, Hot Fixes go to the Technical Support Department for final testing and verification before release.

# 11. Training & Certification

## 11.1 Introduction to Training and Certification

An investment in ICONICS training will save a great deal of time in the long run. ICONICS training classes are packed with hands-on, in-depth interaction with the products. Tips and shortcuts offered by ICONICS' expert instructors will help you quickly and efficiently develop your applications. Training is available in certified training centers around the world.

Certification on ICONICS training courses is offered to any student completing official ICONICS training courses. Training course certification is an essential component of ICONICS' organization certification programs, including its Systems Integrator Program (SIP), Distributor Certification Program and Representative Certification Program.

## 11.2 Training Programs

ICONICS is dedicated to providing the highest quality of training. We offer an array of training courses on ICONICS' GENESIS32 and BizViz Product Suites. ICONICS' training schedule is published at [www.iconics.com/support/training.asp](http://www.iconics.com/support/training.asp). Official ICONICS training is scheduled at ICONICS' three global support centers and other ICONICS offices as announced. In addition, courses may be conducted at certified training centers, which may include distributor, representative and systems integrator locations. Custom training courses are available on request. On-site training may be conducted at customer locations. For additional information, please contact any ICONICS sales office. See the sections below for a description of ICONICS training courses.

## 11.3 Certification Programs

ICONICS' Certification Programs are designed to reinforce learning from ICONICS courses, and to provide a level of validation regarding the capabilities and credentials of students and organizations.

Certifications for ICONICS training courses are offered to students completing ICONICS training at any ICONICS Certified Training Center. Students qualify to become certified by either attending official ICONICS training courses, or registering through an ICONICS certification program, such as the Systems Integrator Program Certification Plan or a Sales Channel Certification Program. Students may earn the ICONICS "Certified Professional" designation, which subsequently counts towards ICONICS Certified status for their firms. Certification exams are made available to students immediately following each course.

Individual-level "Certified Professional" designations are essential for organization-level certifications. Three certifications are available to individuals: GENESIS32 Certified Professional, Advanced GENESIS32 Certified Professional, and BizViz Suite Certified Professional.

ICONICS' Certified Systems Integrator Program (SIP) provides systems integrators with credentials to identify their company's proficiency with ICONICS products. These designations allow our customers and distributors to locate systems integrators with proven ability to develop ICONICS solutions for their applications and efficiently deploy projects. Further, ICONICS SIP Plan members receive a number of marketing and technical support benefits. A full description of SIP Plan levels, benefits and qualification requirements is detailed in ICONICS' "SIP Certification User Guide" document, which may be obtained from your ICONICS sales channel.

There are three *levels* of ICONICS SIP designation: "Member," "Certified" and "Gold Certified." There are two *tracks* of certification: one for GENESIS32 products and one for BizViz products. SIP Members qualify initially only for GENESIS32 products. Consequently, there are five SIP designation levels available: Systems Integrator Program Member, GENESIS32 Certified Systems Integrator, GENESIS32 Gold Certified Systems Integrator, BizViz Certified Systems Integrator, and BizViz Gold Certified Systems Integrator.

## 11.4 Training Course Descriptions

### 11.4.1 GENESIS32 Automation Suite Training

- **TR-GEN32-101 GENESIS32 Standard Training** is a three-day overview of GENESIS32. This course covers OPC architecture and fundamentals of the GENESIS32 Automation Suite, including: ProjectWorX™32, GraphWorX™32, TrendWorX™32 and AlarmWorX™32. Emphasis is placed on SCADA (Supervisory Control and Data Acquisition) and HMI (Human Machine Interface) aspects of the product. Upon completion of the course, students will have the ability to configure, operate and maintain a GENESIS32 system.

**Prerequisite:** Experience with Microsoft Windows applications and prior hands-on experience with industrial automation devices.

- **TR-GEN32-102 WebHMI & Multimedia Training** is a two-day course that covers our popular WebHMI™ and AlarmWorX32 Multimedia modules. Get hands-on experience with the Marquee, Sound, and Popup agents and see the power of E-mail and Phone agents.

**Prerequisite:** Hands-on experience with GENESIS32, Microsoft Windows applications and industrial automation devices. TR-GEN32-101 is recommended.

- **TR-GEN32-250 GENESIS32 Accelerated Training** is a five-day course that combines the TR-GEN32-101 and TR-GEN32-102 courses. It covers GENESIS32 Standard, WebHMI and AlarmWorX32 Multimedia curricula.

**Prerequisite:** Experience with Microsoft Windows applications and prior hands-on experience with industrial automation devices.

- **TR-GEN32-201 GENESIS32 Expanded Training** is a two-day course that is vital for advanced GENESIS32 developers. It teaches advanced aspects of GENESIS32, including Version 8 features such as Data Mining and VCRWorX™32. Learn more about shared symbols, transparency, decluttering, advanced alarm filtering, TrendWorX32 batch techniques, the TrendWorX32 Reporter application, the new Data Mining Grid Control, Data Mining server configuration, Unified Data Configurator, configuration of DB OPC Server for connecting to databases such as SQL, application of DataWorX™32 for OPC Bridging, Aggregation and Redundancy and more.

**Prerequisite:** TR-GEN32-101 or equivalent GENESIS32 project experience.

- **TR-GEN32-202 GENESIS32 Scripting & Automation Training** is a two-day course dedicated to scripting and automation in the GENESIS32 environment. Learn to use VB and VBA Scripting with GENESIS32 modules, including GraphWorX32, TrendWorX32 and AlarmWorX32. The ScriptWorX™32 module is thoroughly reviewed.

**Prerequisite:** A working knowledge of object-oriented programming using Visual Basic is essential, plus completion of TR-GEN32-101 or equivalent GENESIS32 project experience.

- **TR-GEN32-210 GENESIS32 Advanced Training** is a four-day course that combines TR-GEN32-201 and TR-GEN32-202 courses. It covers the many advanced aspects of GENESIS32 including Version 8 features such as Data Mining and VCRWorX32. Scripting and automation are thoroughly reviewed.

**Prerequisite:** A working knowledge of object-oriented programming using Visual Basic is essential, plus completion of TR-GEN32-101 or equivalent GENESIS32 project experience.

## 11.4.2 BizViz Manufacturing Intelligence Suite Training

- **TR-BizViz-101 ReportWorX & BridgeWorX Training** is a two-day course that covers the ReportWorX™ reporting tool and the BridgeWorX™ data integration and interface management tool. Learn how to easily connect to and data-mine from any data source. Also learn how you can Web-enable your reports and data transactions and automatically schedule them on a timely basis; all managed from the Web using powerful Microsoft .NET technology.

**Prerequisite:** Experience with Windows 2000/XP. Familiarity with Microsoft Internet Information Server (IIS) and ODBC databases is helpful.

- **TR-BizViz-103 BizViz Suite Training** is a three-day course that covers the ReportWorX™ reporting tool, the BridgeWorX™ data integration and interface management tool and PortalWorX™ HMI Web site management tool. It is the combination of TR-BizViz-101 plus PortalWorX™. Learn how to easily create and manage your own manufacturing portal site, including single-sign-on Security; all managed from the Web using powerful Microsoft .NET technology.

**Prerequisite:** Experience with Windows 2000/XP. Familiarity with Microsoft Internet Information Server (IIS), ODBC databases, Microsoft Windows Server 2003, SharePoint Services, GENESIS32 and WebHMI is also helpful.

- **TR-BizViz-140 BizViz Analytics Training** is a four-day course that covers the TR-BizViz-103 including the ReportWorX™ reporting tool, the BridgeWorX™ data integration and interface management tool and PortalWorX™ HMI Web site management tool plus the Alarm and Productivity Analysis tools. Learn how to easily connect to and data-mine from any data source. Learn how you can Web-enable your reports and data transactions and automatically schedule them on a timely basis. Also learn how to analyze alarms and manufacturing productivity; all managed from the Web using powerful Microsoft .NET technology.

**Prerequisite:** Experience with Windows 2000/XP. Familiarity with Microsoft Internet Information Server (IIS), ODBC databases, Microsoft Windows Server 2003, SharePoint Services, GENESIS32 and WebHMI is also helpful.

- **TR-BizViz-250 BizViz Suite Complete Training** is a five-day course that covers two days of basic GENESIS32, GraphWorX32, TrendWorX32 and AlarmWorX32 combined with the TR-BizViz-103 BizViz Suite Training including the ReportWorX™ reporting tool, the BridgeWorX™ data integration and interface management tool and PortalWorX™ HMI Web site management tool. Learn how to easily connect to and data-mine from any data source. How you can Web-enable your reports and data transactions and automatically schedule them on a timely basis. And how to visualize all this through your own manufacturing portal site.

**Prerequisite:** Experience with Windows 2000/XP. Familiarity with Microsoft Internet Information Server (IIS), ODBC databases, Microsoft Windows Server 2003, SharePoint Services, GENESIS32 and WebHMI is also helpful.

## 11.4.3 OPC Toolkit Training

- **OPC-401 OPC ToolWorX Training** is a three-day course on developing powerful OPC clients and servers using the OPC ToolWorX™ toolkit from ICONICS. This course will help you to meet ever-increasing demands for robust Plug and Play component software. Learn how to rapidly develop high-quality, production-grade OPC clients and servers that comply with the latest OPC standards, including such emerging technologies as XML and SOAP. Learn to create fully operational OPC servers and clients using powerful ICONICS wizards from within Microsoft Visual Studio® .NET and Visual C++.

**Prerequisites:** This course requires a working knowledge of object-oriented programming using Visual Basic and Visual C++, and knowledge of industrial automation and PLC devices. Those who are unfamiliar with Visual C++ should consult with ICONICS prior to registering for this course.

#### **11.4.4 On-Site Training**

- **TR-SITE On-Site Training Seminars** are available for customers who want to hold a training class at their facility. TR-SITE classes can be custom tailored for your specific needs. A maximum of 12 students is recommended. Please consult ICONICS for dates and pricing.

#### ***11.5 Training Cancellation Policy***

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

## 11.6 Worldwide Training Centers

### **ICONICS HQ**

#### **USA**

100 Foxborough Boulevard  
Foxborough, MA 02035  
USA  
Tel: 508 543 8600  
Fax: 508 543 1503  
Email: [info@iconics.com](mailto:info@iconics.com)

### **ICONICS Asia Pacific**

#### **Australia**

19 Miowera Rd  
Unit #5  
Villawood, NSW 2163  
Australia  
Tel: 61 297 273 411  
Fax: 61 297 273 422  
Email: [australia@iconics.com](mailto:australia@iconics.com)

### **ICONICS UK**

#### **United Kingdom**

Darwin House  
The Pensnett Estate  
Kingswinford, West Midlands  
DY6 7YB  
United Kingdom  
Tel: 44 138 427 5500  
Fax: 44 138 440 1642  
Email: [info@iconics-uk.com](mailto:info@iconics-uk.com)

Please Note: UK Training Center course attendance is limited to United Kingdom customers and sales channels, unless prior arrangements have been made with ICONICS UK. Contact your regional ICONICS office or ICONICS UK for more information.

### **ICONICS Europe**

#### **Czech Republic**

Klatovska 22  
301 00 Plzen  
Czech Republic  
Tel: 420 37 718 3420  
Fax: 420 37 718 3424  
Email: [czech@iconics.com](mailto:czech@iconics.com)

#### **Germany**

Siegburger Strasse 39  
53757 Sankt Augustin  
Germany  
Tel: 49 224 114 82233  
Fax: 49 224 114 82686  
Email: [germany@iconics.com](mailto:germany@iconics.com)

#### **Netherlands**

Rijksstraatweg 59  
2171 AK Sassenheim  
The Netherlands  
Tel: 31 252 228 588  
Fax: 31 252 226 240  
Email: [holland@iconics.com](mailto:holland@iconics.com)

## 12. ICONICS Worldwide Offices

### ICONICS World Headquarters

100 Foxborough Blvd.  
Foxborough, MA 02035  
Tel: 508 543 8600  
Fax: 508 543 1503  
Email: [info@iconics.com](mailto:info@iconics.com)

### ICONICS Europe

#### Czech Republic

Tel: 420 37 718 3420  
Fax: 420 37 718 3424  
Email: [czech@iconics.com](mailto:czech@iconics.com)

#### France

Tel: 33 045 019 1180  
Fax: 33 045 001 0870  
Email: [france@iconics.com](mailto:france@iconics.com)

#### Germany

Tel: 49 2241 16 508 0  
Fax: 49 224 114 82686  
Email: [germany@iconics.com](mailto:germany@iconics.com)

#### Italy

Tel: 39 347 819 9250  
Fax: 39 010 601 4091  
Email: [italy@iconics.com](mailto:italy@iconics.com)

#### Netherlands

Tel: 31 252 228 588  
Fax: 31 252 226 240  
Email: [holland@iconics.com](mailto:holland@iconics.com)

### ICONICS Asia

#### Australia

Tel: 61 297 273 411  
Fax: 61 297 273 422  
Email: [australia@iconics.com](mailto:australia@iconics.com)

#### Hong Kong

Tel: 852 21 505 797  
Fax: 852 68 886 069  
Email: [china@iconics.com](mailto:china@iconics.com)

#### China

Tel: 86 10 8494 2570  
Email: [china@iconics.com](mailto:china@iconics.com)

### ICONICS UK

#### United Kingdom

Tel: 44 1384 246 700  
Fax: 44 1384 246 701  
Email: [info@iconics-uk.com](mailto:info@iconics-uk.com)