

## Tools for Operational Excellence



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## From the Desk of

**Russ Agrusa**  
President & CEO  
ICONICS

ICONICS has worked closely with Microsoft to achieve Windows® Vista™ certification for ICONICS GENESIS™ and BizViz™ products. What makes this designation, and the ability to use the "Certified for Windows Vista" logo, of special value to our customers?

We at ICONICS have multiple answers to that question, but we believe the most important is this: "commitment".

ICONICS has been committed to providing state-of-the-art software in the automation and building controls markets for over 20 years, and in that time has worked with Microsoft to ensure integration with the latest in operating systems. Various ICONICS applications, including our award-winning GENESIS32™ HMI/SCADA and BizViz Manufacturing Intelligence/Business Visualization suites, were created to work in tandem with Microsoft releases such as Windows XP, Windows Vista, Windows Server 2003 (and soon, Windows Server 2008) just to name a few.

Microsoft has been committed to helping its independent software vendor (ISV) partners stay ahead of the computing technology curve in order to excel within their area of expertise. During development of Windows Vista, ICONICS, as a Microsoft Gold-certified Partner, worked closely with Microsoft on many of the new features found in the new GENESIS64™.

Microsoft's close working relationship with ICONICS has led to the company being able to capitalize on Windows Vista and other recently introduced Microsoft technologies (e.g. SQL Server, Virtual Earth™, Windows Server 2008, etc.) to provide numerous industrial automation benefits. At the ISA 2007 show in Houston and SPS/IPC/Drives 2007 show in Nuremberg, Germany, ICONICS will introduce products that take full advantage of Windows Vista, 64-bit computing hardware and OPC connectivity, which will truly provide the "next generation in software automation".

We're extremely pleased to have earned our "Certified for Windows Vista" badge, signifying the continued strength of our shared commitment with Microsoft, as well as with our customers and partners.

## ICONICS Products Certified for Microsoft Windows Vista

ICONICS GENESIS32™ HMI/SCADA and BizViz™ Manufacturing Intelligence/Business Visualization suites have recently been Certified for Windows® Vista™. Windows Vista increases productivity and drives business success by improving security and compliance, optimizing desktop infrastructure, finding and making better use of information and enabling the mobile workforce. ICONICS software solutions work in unison with Microsoft technologies to provide further industrial automation benefits.

ICONICS solutions are widely recognized in the industrial automation and building controls marketplace. Used in a wide variety of applications worldwide, ICONICS' GENESIS32 and BizViz products are recognized for their graphical capabilities and seamless integration with Microsoft operating systems and applications, bridging information from "the shop floor to the top floor".



**GraphWorX32, part of the GENESIS32 suite, has received the "Certified for Windows Vista" designation.**

"Manufacturers are drawn to Windows Vista due to its increases in performance, security and capabilities" said Russ Agrusa, President and CEO of ICONICS, "as well as the powerful improvements in visualization. ICONICS automation software solutions deliver systems with captivating graphics. With Windows Vista, we can now give our customers a 360-degree view of their entire enterprise."

According to Microsoft, over 300 million PCs equipped with the Windows Vista operating system will be shipped over the next 24 months. At the end of 2009, 56 percent of all PCs will be running Windows Vista. A percentage of those PCs, no doubt, will be dedicated towards industrial automation and manufacturing.

"Microsoft is pleased that ICONICS has earned the Certified for Windows Vista software logo for their automation solutions," said Jane Boulware, General Manager of Windows Clients at Microsoft Corp. "By certifying their applications, ICONICS is letting their customers

know that their product has met explicit standards of reliability and quality, and has been tested and proven to deliver a superior experience with a PC running Windows Vista."

ICONICS has been providing award-winning industrial automation and manufacturing intelligence software for over 20 years and has successfully deployed more than 225,000 solutions worldwide. ICONICS solutions meet diverse customer needs in a variety of industries including Automotive, Building Management, Food & Beverage, Oil/Gas/Petrochemical, Machine Builders, Pharmaceutical/Biotech, Security, Water/Wastewater, Utilities, Government Applications, Postal Systems and more.

### Results-based Relationship

ICONICS and Microsoft have a steadily progressing working relationship. Earlier in 2007, ICONICS was presented with the Microsoft ISV 2006 Trailblazer Partner of the Year Award, presented to ICONICS President and CEO Russ Agrusa by Larry Gregory, Director of ISV Partners at Microsoft, during the Independent Software Vendor (ISV) Chief Technical Officer (CTO) Meeting held at Microsoft world headquarters in Redmond, WA. The Trailblazer award is meant to highlight an ISV that has highly leveraged the Microsoft Partner Program to create a pioneering solution based on their participation in a Rhythm this past year.

ICONICS solutions, coupled with Microsoft technologies including Windows Vista, 2007 Office System and SharePoint Server 2007, enable customers to take advantage of key features such as Visualization, Gadgets, Security, Search & Organize and Workflow integration.

For more information, visit us online at:  
[www.iconics.com](http://www.iconics.com)



# ScheduleWorX Adds Facility Control Capabilities to GENESIS32 V9.1

The award-winning GENESIS32™ OPC Web-enabled HMI/SCADA suite, now in Version 9.1, continues to evolve, adding innovative, customer-requested features, such as the new ScheduleWorX™32 product.

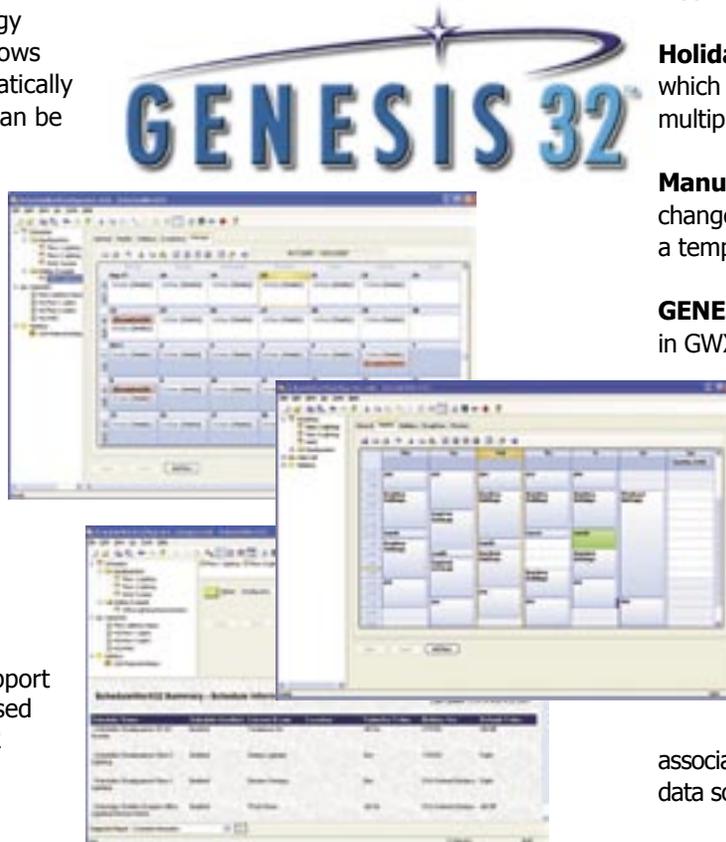
ScheduleWorX32 is a calendar-based scheduling tool that can be used in many different applications including discrete, process (batch), and most notably building automation. Specific applications targeted include Lighting Control, HVAC (Heating, Ventilation and Air Conditioning) control and Energy Management. ScheduleWorX32 allows you to create sequences of automatically executed commands. Sequences can be configured in chronological patterns such as regular weekly or daily schedules with special conditions, including holidays, easily accommodated. Schedules can also be modified online and schedules can be manually overridden by an operator.

ScheduleWorX32 can be integrated into a GENESIS32 system with multiple I/O Servers and clients or can also function as a standalone application. The ScheduleWorX32 application provides all the tools needed for stand-alone applications including easy-to-use configuration, runtime execution and monitoring, and support for over-riding schedules. When used with GENESIS32, ScheduleWorX32 also provides support for remote monitoring of schedules, support for making online changes, and support performing temporary or indefinite overrides of schedules from any GENESIS32 GraphWorX™32 operator console. This support includes an easy-to-use tree control for schedule browsing and selection, and a calendar-based view of the selected schedule.

Configuring schedules in ScheduleWorX32 is remarkably simple. Microsoft Outlook look and feel provides maximum flexibility. For scheduled sequences that are to be repeated daily or weekly, ScheduleWorX32 provides a week-based scheduling tool where you can specify the specific sequence(s) to be executed on each day of a week (i.e Sunday, Monday, Tuesday, etc.). An easy-to-use and flexible holiday schedule can be added to define exceptions to the

weekly schedules that occur on holidays. In addition to holidays, exceptions can be scheduled to take precedence over the weekly and holiday schedules.

For the scheduling of exceptions, ScheduleWorX32 provides a powerful yet easy-to-use calendar tool, modeled after the Microsoft Outlook calendar control. People familiar with Outlook will find it easy to create even the most complex schedules with ScheduleWorX32.



## ScheduleWorX32

The ScheduleWorX32 runtime engine handles all of the evaluation and timing associated with the configured schedules to quickly resolve and download actual values to the data sources. Values will be downloaded when a new event begins or when the system starts up.

Informative GenEvent logging messages are generated for each change of state, so that you can keep track of and review important historical information. The runtime engine runs seamlessly and reliably as part

of the Unified Data Manager Runtime, which can run as a service.

### Key Features:

**Outlook-Style Calendar** - Easy to use MS Outlook-style calendar for configuring events to manage your resources

**Week-based Schedules** - Allows the user to easily configure events that reoccur every week at specific times

**Holiday Schedules** - Define holiday dates which can be used to override behavior for multiple schedules

**Manual Schedule Overrides** - Manually change the behavior of schedules by issuing a temporary or permanent override

**GENESIS32 Integration** - View schedules in GWX32, WebHMI, and the Unified Data Manager; browse available schedules in the Tree Explorer ActiveX; and activate overrides from GWX32 and WebHMI

**Scheduling Runtime** - Automatically downloads predefined values to OPC tags or other data sources

**Value Sets** - Powerful lists of OPC or other data sources and associated values which can be sent to the data source at configured times.

**Security** - Secure all of the schedule configuration through the ICONICS Security Configurator

**Monitor Mode** - View live schedule values in ScheduleWorX32

**Diagnostic View** - Convenient list of information for all schedules

**Exception Schedules** - Flexible events that can be one time or recurring to change the behavior of your regular schedule

For more information, visit us online at: [www.iconics.com](http://www.iconics.com)

# Swedish Office Tower Utilizes GENESIS32 for Building Control

## Kista Science Tower Stockholm, Sweden

The Kista Science Tower complex is comprised of six buildings, with the tallest spanning 32 stories. This state-of-the-art complex is located in one of the most dynamic IT regions in the world. Each floor of the Kista Science Tower houses approximately 700 square meters of office space. The glass frontage gives this tower an attractive look and plenty of sunlight for tenants, including Network Services, Unisys, Symantec and more.

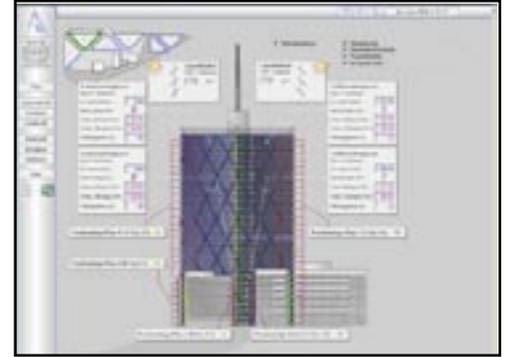
GENESIS32™ is used to monitor and control the KONE elevators, lighting, HVAC and the window blinds for the Kista Science Tower. OPC-To-The-Core™ technology is a key component within these high-profile automation applications. Control Integration Technology, Sweden AB was the main integrator for Johnson Controls, working closely with NCC Construction. Having OPC connectivity native to GENESIS32 made it the premier choice for visualization.



AlarmWorX™ Multimedia and WebHMI™ are also utilized. WebHMI provides full read/write access remotely via any standard Web browser, including Microsoft Internet Explorer. AlarmWorX Multimedia is responsible for serving all alarms, in real-time, to those who need them.

The biggest challenge was to have an open infrastructure where all monitoring and control could be looked at as a single system. OPC fits this model very well. The open architecture allows for a common communication platform for all systems and controllers. Since OPC is used, all systems can be monitored by ICONICS.

GENESIS32 can connect to any OPC server used throughout the Kista Science Tower. This connectivity includes communication to the KONE.OPC.DA server running on Linux. GENESIS32 components, such



**Kista Science Tower's  
Window Blind Control System**

the angle of the blinds is adjusted based on a calculation determined from the sun's intensity, time of year, and building zone.

In addition to keeping the office workers comfortable, the blind-control system saves on heating and air conditioning costs. The

*"ICONICS software has enabled us to build an independent open system for the Kista Science Tower. The GraphWorX32 design application in GENESIS32 allowed us to create rich graphics and we were able to take advantage of reusable graphic components".*

**Joakim Platbarzdis, CIT Sweden AB**

as DataWorX™32, AlarmWorX™32, and TrendWorX™32, are bridged to the Linux sever through a separate Windows 2000 Server. Other OPC connectivity from GENESIS32 includes connections to Johnson Controls and Schneider Electric devices.

GENESIS32 is connected to a weather station that continuously monitors the intensity of the sun. This data is used to control the angle of the blinds and awnings for the entire building. OPC data from the JC.N1 OPC Server connects via DataWorX32 to the CCEIB OPC server to send the proper setting to the blinds. Three times a day,

control of the blinds and awnings is also connected to the fire system. In the event of an emergency the blinds are automatically opened and the awnings are pulled back within minutes.

The KONE elevators are continuously monitored for power failure, fire or other faults by the GENESIS32 system. A visitor control system is also built into the operation of the elevators. Visitors to the Kista Science Tower are given a programmable access card which allows access only to the floors visitors need to access.

OPC connectivity is provided from GENESIS32 to Johnson Controls, Schneider Electric, and EIB hardware. There is also an OPC bridge to the KONE elevators. Total I/O points exceed 15,000 points. Microsoft SQL Server is used for all data logging. Two-thousand, four hundred rooms are controlled with 25 network controllers and 18 control cabinets. Future development plans are underway to allow building occupants to view the status for their own part of the building.



**Weather Monitoring Screen**

For more information, visit us online at:  
[www.iconics.com](http://www.iconics.com).

# New BizViz Productivity Analytics Streamlines Operations

BizViz™ Productivity Analytics empowers decision makers at all levels of the enterprise with real-time and accurate information to help them drive global operational efficiency and strengthen competitive market advantage. Users are able to gain insight into operations through real-time data aggregation and connectivity to multiple data sources, presented in an intuitive and intelligent manner. Productivity Analytics helps to establish manufacturing context with KPIs and deliver manufacturing intelligence to an entire organization.

"BizViz Productivity Analytics helps to measure and monitor assets in real-time," said Melissa Topp, Product Manager at ICONICS, "as well as reduce unplanned downtime, increase production efficiency and help uncover new process improvement opportunities. Used in unison with the entire BizViz™ business visualization/manufacturing intelligence suite, this latest ICONICS solution will help organizations capitalize even more on the shared information between 'shop floor and top floor'".

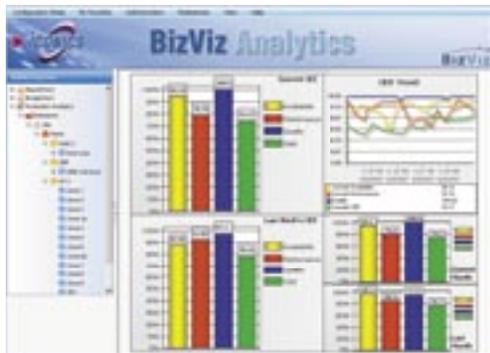
## Features Include:

### Configurable KPIs for Lean Manufacturing/Six Sigma

- Configure/visualize KPIs with plant-specific calculations for OEE, Cycle Time, MTBF, TAKT time, Efficiency, Throughput, etc.

### Advanced Analytic Functions with Automated Reporting

- Generate automatic, real-time daily and historical status reports. Easily perform advanced analytics/what-if scenarios.



OEE Analysis

**Powerful, Intuitive Web-Based User Interface** - Configure and navigate to any asset in 3 clicks or less using the powerful Web Interface.

**Secure Collaboration with Single Sign-On Services** - Collaborate on/share documents in secure Microsoft SharePoint architecture. Streamline access with single sign-on.

**Advanced Alarm Analytics Based on EEMUA/OSHA Standards** - Leverage standardized industry templates for advanced Alarm Analytics to gain insight into processes/operations.

**Flexible Web Services and .NET-centric Architecture** - Build your architecture around a common .NET platform and unleash the flexibility of Web services.

## BizViz Analytics



"The productivity aspect of this solution is what makes it really exciting," Topp said. "Managers and supervisors can now drill down to uncover, and correct, inefficiencies at every level across the enterprise because they have visibility into which particular assets affect their bottom line the most."

### Make Informed Decisions to Increase Production Efficiency

Productivity Analytics helps operators, supervisors, and managers respond to pressures within today's manufacturing environment by reducing cycle times, lowering costs, identifying improvement opportunities to streamline processes and getting more out of their assets. Standard out-of-the-box reports highlight under-utilized or over-utilized assets

and help line managers schedule preventive maintenance on the equipment that needs it most. Properly maintained equipment results in less overall downtime, which in turn results in higher production efficiency.

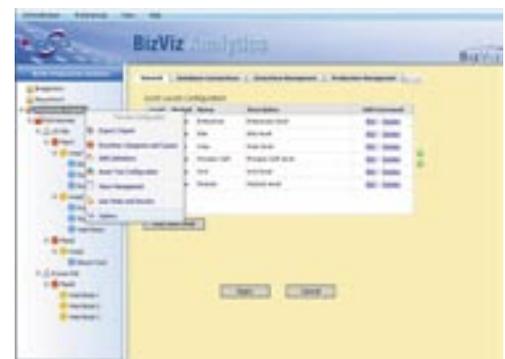
**Role-based Visual Dashboards** - Customize individual views based on user roles and groups.

**Preconfigured Templates for Manufacturing-based Processes** - Get up and running quickly with out-of-the-box report templates, drill-down graphics, extensive charts, KPIs, etc.

**Mobile Information Delivery with Multiple Protocol Support** - Reach users wirelessly anytime. Deliver KPIs, alerts, and notifications to cell phones, PDAs and two-way pagers.

**Connectivity to Multiple Data Sources** - Connect to all critical data sources including those via SQL, SAP, SNMP, Oracle, ODBC, OLE DB and more. Aggregate vital operation information from multiple applications.

For more information, visit us online at: [www.iconics.com](http://www.iconics.com).



General Options

# MD Water Plants Save Taxpayers' Money with BizViz Reporting

## City of Cumberland Water/Wastewater Cumberland, MD

The City of Cumberland, Maryland (population 25,000) is a beautiful city nestled among the Appalachian Mountains. Established in 1787, it's the home of the first national road, now known as Route 40 or National Highway. Over the years, it has also been home to numerous railroads and was the western terminus of the famous C&O Canal. Cumberland sits approximately 950 feet above sea level and has an annual rainfall of 36.5 inches and an annual snowfall of 34.1 inches.



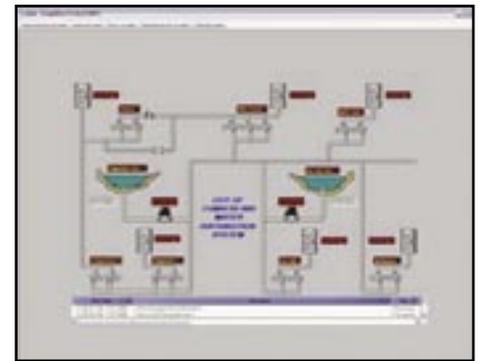
GENESIS32™ Enterprise Editions are deployed on dedicated workstations at the Water Filtration Plant and the Wastewater Treatment Plant. They utilize GraphWorX™32 for process visualization and operator runtime information. Both AlarmWorX™32 and TrendWorX™32 are deployed and remotely log data to a main server-class computer running Microsoft SQL Server located downtown.

pumping stations, elevated tanks and reservoir levels for the Water Filtration Plant and for visualizing and reporting information about Combined Sewer Overflow (CSO) events, important to the Wastewater Treatment Plant and the surrounding watershed authorities. When it rains, or when snow melts, there exists potentials for CSO events. Once manual and highly labor intensive, these events are now tracked in real time and reported on as soon as the event has ended.

The system was installed and commissioned by Consolidated Electric, Inc. of Cumberland MD with the help of ARK Systems, Inc. of Columbia, MD and O&M Engineering of Ellicott City, MD, under the supervision of KLH Engineers, Inc. of Pittsburgh, PA.

KEPware Modbus/TCP OPC Servers installed on both ICONICS GENESIS32 workstations facilitate communications to Schneider Electric M1E PLCs. This is done via wireless broadband Ethernet over the Allegany County ALLCONET. The ALLCONET infrastructure is an IP-based, high speed Intranet providing the security of a world class firewall and the stability and speed of a fully monitored microwave network.

For the CSO events, the PLCs are connected to sensors that determine sewer overflow and begin accumulating that data inside the PLCs that is then logged to the remote server and reported on by ReportWorX. For the Water Filtration Plant purposes, the PLCs are connected to sensors that determine tank levels and pump station water flow usage and



**Water Distribution System Screen**

site where the tank level is measured and logged has a separate chart plot, on its own sheet, in the report.

By deploying ICONICS GENESIS32, the City of Cumberland has seen numerous productivity enhancements. At the Water Filtration Plant, with pump station intrusion alarms and pump failure alarms, plant operators can respond to critical problems as they arise, saving valuable time and money. Having real time information allows the Wastewater Treatment Plant personnel to provide surrounding watershed authorities with the information they need to respond accordingly to overflow situations. Additionally, information that has been gathered could possibly save the city on future capital expenditures by allowing them to build structures based on actual and not estimated capacities.

Utilizing a combination of ICONICS BizViz Suite and GENESIS32 Enterprise Suite, the City of Cumberland has a system that will pay for itself by enhancing productivity and reducing overall operating costs.

*By deploying ICONICS GENESIS32, the City of Cumberland has seen numerous productivity enhancements...*

*Additionally, information that has been gathered could possibly save the city on future capital expenditures...*

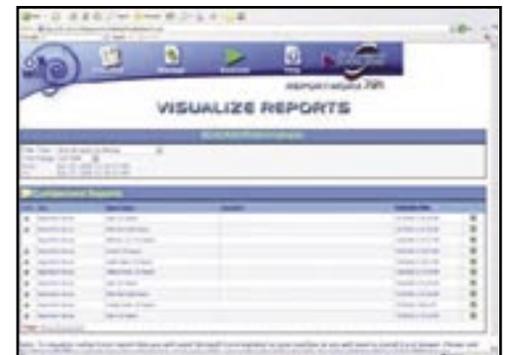


The server uses ReportWorX™, part of the ICONICS BizViz™ suite, to automatically generate reports for both the Water Filtration Plant and the Wastewater Treatment Plant. AlarmWorX™32 Multimedia runs on the server to provide remote alarm annunciation to plant personnel. ICONICS WebHMI™ also runs on the server allowing plant supervisors remote access to the system, anywhere in the city.

With an existing installation at the Wastewater Treatment Plant, ICONICS was the logical choice for the new system. It was designed to visualize information of remote

accumulate that data inside the PLCs that is then logged to the remote server and reported on by ReportWorX.

On a daily basis, ReportWorX generates a Filter Plant Daily Report. The Filter Plant Daily Report is a combination of sub reports and chart data plots done via separate Excel worksheet tabs. The sub reports are for daily, weekly and month to date totals of motor/pump runtime hours and station flows, in addition to daily tank and reservoir levels listed every one-half (1/2) hour. The chart data plots are for the daily tank levels. Each

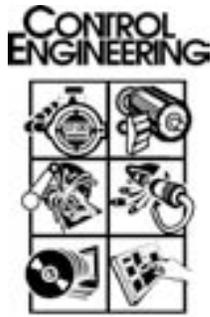


**Daily Water Report Using ReportWorX**

# ICONICS Garner's Industry Recognition Throughout 2007

## Control Engineering's 2006 Engineers' Choice Award

In April 2007, ICONICS received *Control Engineering's* 2006 Engineers' Choice Award. Featured in the publication's April 2007 supplement, ICONICS WebHMI™ was honored within the HMI Software category.



2006  
ENGINEERS'  
CHOICE  
AWARDS

"WebHMI makes Web-based HMI/SCADA a plug and play operation," Control Engineering writes, "providing remote Internet or intranet connectivity to enterprise systems. Using a standard Web browser, a remote PC can view OPC and visualization information from any ICONICS GENESIS32 product on a network."

This year marks the 20th anniversary of the award. According to the magazine, 113

candidates in 19 technology categories were nominated by vendors, readers and editors. Over 700 ballots were completed and narrowed down to 40 through online voting.

"Innovation reigned," states *Control Engineering*, "in the form of extensive enterprise integration and connectivity, integrated safety features, and a range of wireless options."

"ICONICS is honored by this recent selection," said Tim Donaldson, Director of Marketing for ICONICS. "Recognitions such as *Control Engineering's* Engineers Choice Award let us know how much our software resonates, not only with industry insiders but with our many customers and partners. WebHMI is one of our many industrial automation solutions worthy of notice."

"Based on Microsoft DNA architecture," the product summary continues, "(WebHMI) automatically delivers 'plug-ins' so that a browser station can be used as part of the overall network solution. Users can control operator real-time displays with animation, live data trends, reports and alarms."

"HMI applications can integrate with traditional browsers," the review concludes, "to perform remote and low cost monitoring. WebHMI includes a security server tie-in to control application data entry and real-time interaction across the system."

## START-IT 2007 Hottest Companies List

In May 2007, ICONICS was named in *START-IT's* tenth annual Hottest Companies Awards. This marks the fifth time that ICONICS has made the list, having previously appeared in 1998, 1999, 2003 and 2006.

"The 29 companies that make up *START-IT's* 2007 Hottest Companies are all leaders in their respective markets," *START-IT's* announcement reads "with many of them possessing several years of experience helping world-class manufacturers succeed. Each and every one of the companies highlighted has great products, and some even compete directly with one another. They are also the best in the world at working and partnering with their customers to unlock the mounds of hidden information that are residing down at the shop floor, up at the enterprise level, and everywhere in between."

"ICONICS is honored to be named to *START-IT's* tenth annual Hottest Companies list, the second time it has done so in consecutive years," said Russ Agrusa, President and CEO of ICONICS. "We take this selection as additional evidence that customers, partners and industry experts continue to take notice of ICONICS' innovations such as GENESIS32 HMI/SCADA and BizViz Manufacturing Intelligence/Business Visualization."

"Each of these winning companies has stepped up and made an impression upon the marketplace in the past year," said Peggy Smedley, editorial director of *START-IT*. "To be designated as a 'Hot' company shows customers, both current and future, that this company has a dedication to providing innovative and efficient technology to manufacturers, making them more competitive and successful."



## 2007 Microsoft ISV/Software Partner of the Year Finalist

In June 2007, ICONICS was selected as a finalist for Microsoft Corp.'s Partner of the Year Award in ISV/Software Solutions.

"ICONICS is honored to once again be designated a finalist in Microsoft's Partner of the Year Awards, it's fourth nomination in three consecutive years" said Russ Agrusa, President and CEO of ICONICS, "This follows earlier recognition in 2007 when ICONICS was presented with the Microsoft ISV 2007 Trailblazer Partner of the Year Award."



Award finalists are chosen from a pool of more than 1,800 entrants worldwide. The ISV/Software Solutions Partner of the Year Award recognizes the ISV Competency partner that excels at developing and delivering "People Ready" packaged software to customers. Recognized solutions must work together with one or more of Microsoft's latest server based platform and middleware products including SQL Server 2006, Windows Server 2003, BizTalk 2006, Microsoft Office SharePoint Server 2007, Microsoft Business Solutions (all products and versions) and Exchange Server 2007.

The recognized solutions must also have been built utilizing Microsoft.NET development framework(s) and tools including Visual Studio 2005. A qualified "People Ready" software solution helps customers make better informed decisions and facilitate effective collaboration with colleagues, customers and partners.

"We have a diverse and talented partner ecosystem that each year raises the bar in the design and deployment of customer solutions built on Microsoft technologies," said Allison L. Watson, corporate vice president, Microsoft Worldwide Partner Group. "We are pleased to recognize ICONICS as one of our partners leading the field in this category."

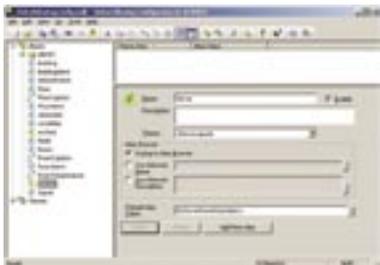
The Microsoft Partner Program Awards recognize Microsoft Partners that have developed and delivered exceptional Microsoft-based solutions over the past year.

## How to Use Global Aliases to Represent Node Names

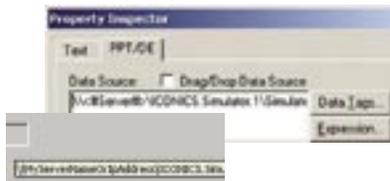
Did you know that you can create global aliases for use within ICONICS industrial automation software, such as the GENESIS32™ HMI/SCADA suite? In some instances, you may need the name of a local machine and rather than use "Find and Replace" multiple times, creating a global alias helps to centralize that change in one spot.

### Here's a list of steps:

- 1) Open the Global Aliasing Configurator (ICONICS Tools -> Global Aliasing Configurator) and create a new alias by right-clicking on "Aliases" and selecting "New -> Alias".



- 2) Give the alias a name, like "Server" and type the name of your server into the "Default Alias Value" field at the bottom, then click "Apply".
- 3) Now you can use the <#Server#> alias anywhere you are allowed to browse for Global Aliases, like in GraphWorX™32 process points.



- 4) When you need to change your server name or IP address – like when you are moving or copying the project to another machine – simply go back into the Global Aliasing Configurator and change the default value for your Server alias. You can create more aliases to represent different server names or other pieces of the OPC tag.

### Questions About ICONICS Solutions? Need Help with Installed Products?



Be sure to visit our Support Page at [www.iconics.com/support](http://www.iconics.com/support).

While there, you'll be able to select from a wide variety of support options including upcoming training dates, downloads (including product hot fixes, service packs, demos and OPC tools), documentation, application notes and whitepapers.

You'll also be able to utilize QuickLinks to other support-related options including videos, an online Action Report submission form, ICONICS' Knowledge Base, license registration, SupportWorX info and registration, User Group registration and the means to "Contact Support".

## UPCOMING EVENTS & SPECIALS

### Training Classes

#### USA (Foxborough, MA)

Oct. 23-25	OPC ToolWorX
Nov. 5-9	GENESIS32 Accelerated
Nov. 12-14	BizViz Suite
Dec. 3-7	GENESIS32/BizViz Suites
Dec. 10-13	GENESIS32 Advanced

#### International (Plzen, Czech Republic)

Nov. 12-16	GENESIS32 Accelerated
Dec. 3-5	BizViz Suite

For the complete schedule, go to:  
[www.iconics.com/training](http://www.iconics.com/training).

### ICONICS Specials

#### Through December 31, 2007

- Buy a Version 9 BizViz Enterprise product between July 1 and December 31, 2007 and get SAP Connector for half price. Use Product Code "BIZVIZCNX" when redeeming offer.
- Buy a Version 9 Alarm Analytics™ component between July 1 and December 31, 2007 and receive a FREE Alarm Analytics training at an official ICONICS training facility. Training must be completed by February 28, 2008. Use Product Code "AAV9TRAIN" when redeeming offer.

E-mail [orders@iconics.com](mailto:orders@iconics.com) for more info.

### Industry Events

- **APICS Int'l Conference & Expo**  
October 21-23  
Denver, CO
- **Remote Monitoring & Networking 2007**  
November 6-7  
Scottsdale, AZ
- **China Int'l Industry Fair 2007**  
November 6-10  
Shanghai, China
- **Industrie & ICT 2007**  
November 8-9  
Netherlands
- **SPS/IPC/Drives 2007**  
November 27-29  
Nuremberg, Germany

For details, go to:  
[www.iconics.com/events](http://www.iconics.com/events).