

Updated November 21, 2013

VTScada

Software for Monitoring & Control

Version 11.0



Instantly Intuitive.

Intuitive means many things to many people, but most agree that intuitive designs should work for you and not the other way around. It simply doesn't feel intuitive if you must source third-party products to make the solution work - like historical databases, OPC drivers, alarm notification, application version control. The right product should let you design the way you want, objects first, then graphics, or vice-versa. It should also be designed for the special needs of industrial control, not generic IT technology that require many add-ons to manage and worry about. Discover VTScada.

Be Productive in an Hour

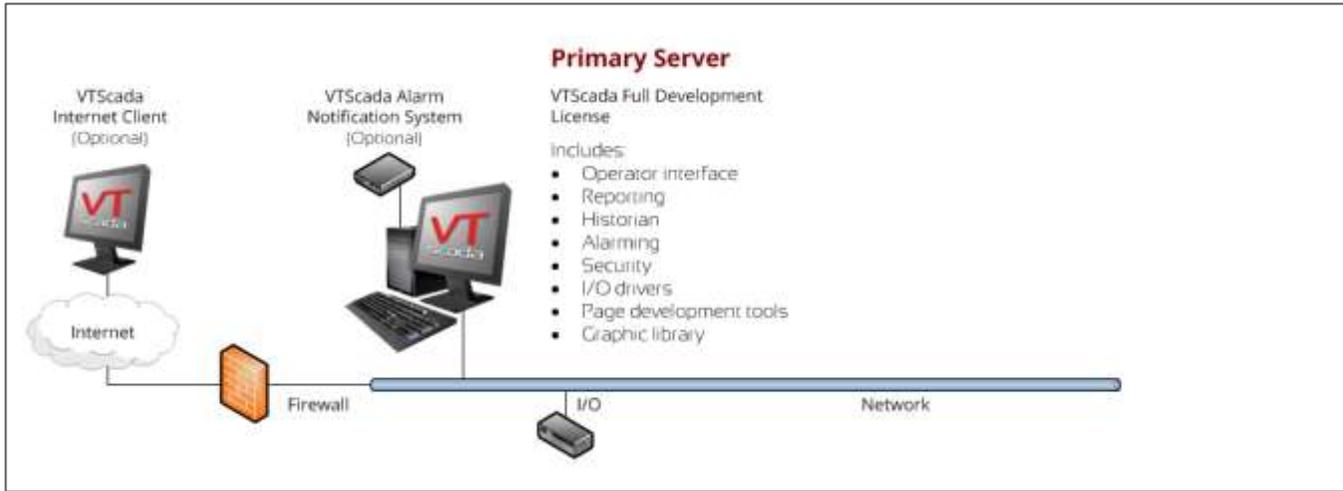
Lower hardware and communication costs have driven SCADA systems to become ever larger with a resulting increase in configuration costs. Configuration needs to be more efficient and available to a broader group. With version 11.0, we've stepped up the game. Our goal is to have you productive within the first hour.

We've created something that's "instantly intuitive."

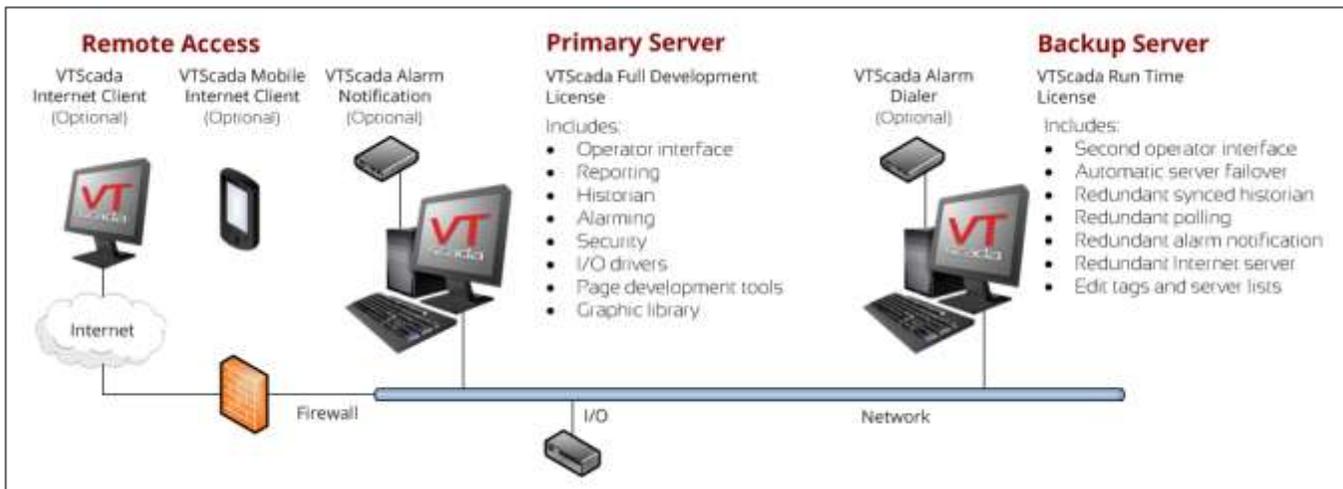
Trihedral

Typical Configurations

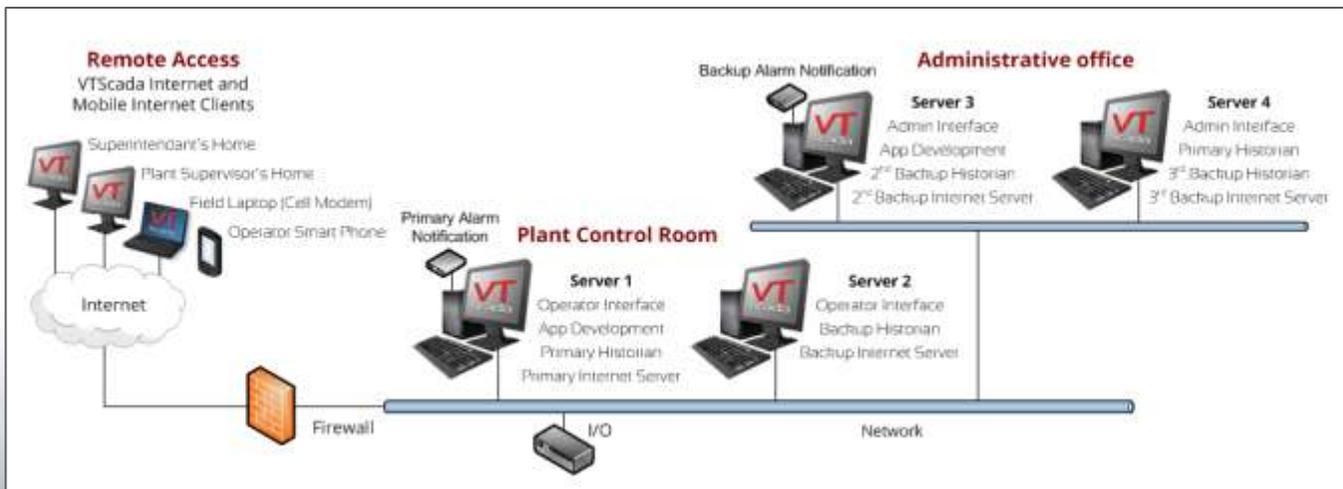
Single Server System



Two Server Systems



Large Scale Systems



Software Licensing

Design your system by checking the options on the right. Return this page with your contact information to receive a quote.

1. Start with a VTScada Run Time License

VTScada applications require at least one software license installed on a specific PC, laptop, or panel PC.

Additional installations require additional licenses.

One Install, All Mission-Critical SCADA Components

Each installed license includes, all the standard components required for a stand-alone SCADA / HMI application (see right).

You can configure each installed license as a client or a server.

2. Select a Tag Count

The cost of a license depends on the number of tags required.

Get the Most from Your Tag Count

VTScada uses tags to configure a wide variety of features including menus, fonts, and alarms. For that reason, in version 11, only tags that perform I/O or calculations count against your chosen tag count.

Tag counts include tags in all applications running concurrently on one computer. E.g., a computer running two 500-tag applications needs at least one 1,000 tag license. Increase tag counts any time.

3. Add Optional Components

Expand the capabilities of each installed license by enabling one or more of the optionally priced components on the right.

Instantly enable each of these pre-integrated components by simply updating the license key.

Each is priced according to the tag count of the license to which it is associated. E.g. a 1,000-tag license requires a 1,000-tag alarm notification system.

Optional components require at least one installed license.

4. Add Thin Client Licenses

To provide secure access to your application from almost anywhere, add (thin) Internet Client licenses for PCs, laptops, or mobile devices.

These require at least one running installed license and are priced according to the number of concurrent users. Bundles are available.

Enter the number of desired concurrent clients on the right.

5. Configure Redundant Licenses (Recommended)

Add more full-installation licenses to configure redundant servers with automatic failover and historian synchronization.

You can also balance the load for services like I/O, historian, alarms, and Internet connectivity across multiple computers.

1 .Standard Components		
✓	Historian	P 5
✓	Reports	P 5
✓	Trending/Data Export	P 5
✓	Configuration Management	P 6
✓	Run Time User Displays	P 7
✓	Process Displays	P 8
✓	I/O Drivers/DDE/OPC Client	P 9
✓	Polling Management	P 9
✓	Security	P 10
✓	Operator Notes	P 10
✓	Alarm Management	P 11

2. Select a Tag Count		
<input type="checkbox"/>	1,000	
<input type="checkbox"/>	5,000	
<input type="checkbox"/>	10,000	
<input type="checkbox"/>	25,000	
<input type="checkbox"/>	100,000	
<input type="checkbox"/>	500,000	
<input type="checkbox"/>	Unlimited	

3. Optional Components		
<input type="checkbox"/>	Full Development Tools	P 7
<input type="checkbox"/>	Alarm Notification and WAP	P 10
<input type="checkbox"/>	Application Version Control	P 6
<input type="checkbox"/>	OPC Server	P 6
<input type="checkbox"/>	ODBC Server	P 6
<input type="checkbox"/>	Web Services (SOAP)	P 6

4. Thin Clients		
—	# of Internet Clients	P 4
—	# of Mobile Internet Clients	P 4

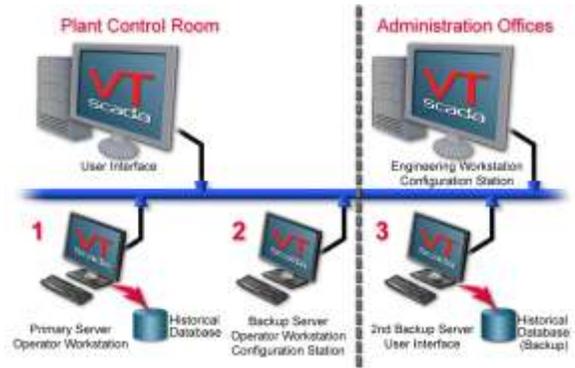
5. Redundant Licenses		
—	Number of additional licenses	P 4

Architecture

Redundancy and Automatic Failover

To maximize uptime, we developed the most comprehensive and user-friendly approach to redundancy in the industry. Each of the following can be configured in just minutes.

1. **Server Redundancy** - VTScada supports unlimited synchronized servers with automatic failover. Configure any VTScada thick client to be a redundant server in just minutes. Edit server lists without process interruption. Each server maintains a complete copy of the application's tags, security settings, displays, scripts, networked variables and configuration history. Historical and alarm history data can also be synchronized across all servers. Share CPU load for most services across multiple computers.
2. **Internet Server Redundancy** - If a server goes offline, client connections seamlessly failover to the next designated server. Configure any number of redundant servers.
3. **I/O Connection Redundancy** - The VTScada Driver Multiplexer provides seamless failover to redundant communication networks or I/O devices. Supports serial, ethernet, dial-up, DNP3, and radio.
4. **Historian Redundancy** - VTScada also supports an unlimited number of redundant, synchronized historians spread across multiple servers.

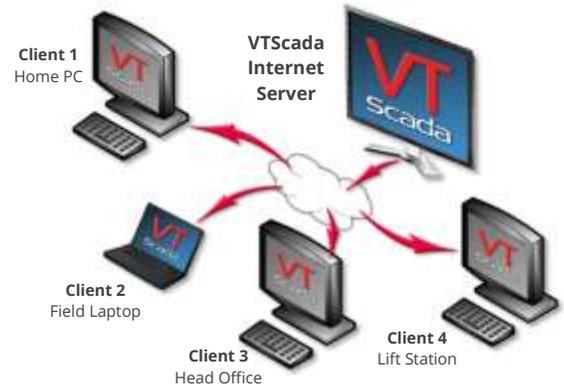


Sample redundant server architecture

Internet Client for PCs and Laptops (Optional)

The VTScada Internet Client (VIC) allows you to monitor and control your process from anywhere, anytime. Combined with industry-standard Internet security and automatic server failover, the VIC is as reliable as a full-installation VTScada client.

The VIC does not require third-party server products such as Apache® or Microsoft IIS®. Displays appear exactly as they do on standard thick-client workstations without further configuration. The VIC license now includes the VTScada Mobile Internet Client (below).



Mobile Client for Smart Phones and Tablets (Optional)

Version 10.1 introduced the simplest way to access your process from HTML5 compliant devices such as Android®, iPhone®, and iPad®. The VTScada Mobile Internet Client (MIC) is a tactile interface to your application that allows you to securely view and acknowledge alarms, check equipment status, plot trends, and even issue control commands with just a touch or pinch. Unlike the VTScada WAP Browser (page 10), the MIC is available under the VIC license.

For HTML 5 compliant devices

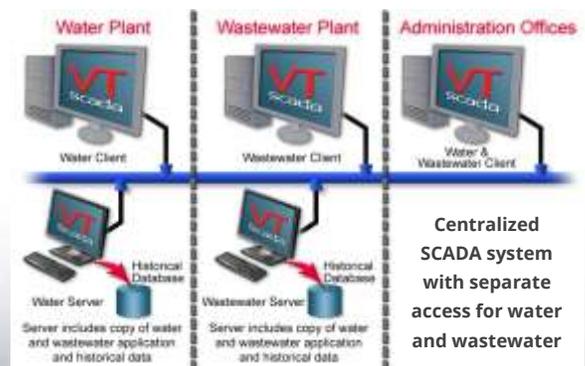


Supports VTScada Slippy Maps: Navigate your sites with a swipe and pinch. Tap site pins to see process and alarm data.

Realm Area Filtering

Rather than maintain separate applications for different departments (e.g. water and wastewater), VTScada allows you to configure one central system where different user groups can only access screens and information relevant to them. This is done using a combination of Realm Area Filtering, Security Roles, and Application Privileges. Super users can be created to oversee the entire application.

This single-system approach minimizes training and computer hardware costs and greatly simplifies historian backup and server failover. Centralized configuration also allows authorized users to operate or configure any part of the system from any computer.



Historical Data Management

Historical Data Logging

The VTScada Historian is part of every VTScada application. Built for speed, it can log data at up to 4,000 values a second and sync across a WAN at up to 160,000 values a second. It can also share process data with third-party reporting tools via the VTScada ODBC Server (page 6.) Any tag drawn to a graphic display begins logging process data to the historical database automatically.

- Fast robust data logging and historical synchronization across networks
- Historical data are separated into monthly folders for easy archiving
- Log process data based on time of day or changes in value
- Avoid logging useless information using deadbands and delays
- Configure logging by tag

Supported Database Formats

In addition to the native VTScada Historian, VTScada supports Oracle®, SQL Server®, MySQL®, and SQLite® database formats.

Distributed Historians

VTScada also supports an unlimited number of redundant, synchronized historians spread across multiple servers.



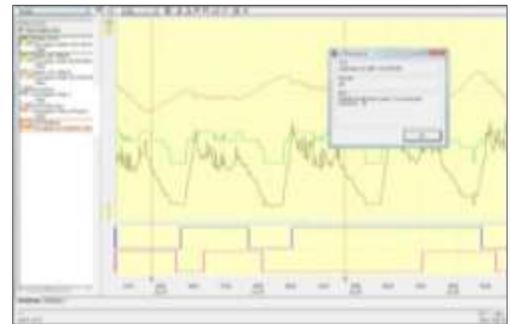
Sample distributed historian architecture

Historical Data Use

Historical Data Viewer (HDV)

The HDV page is a part of every VTScada application. It combines historical data logs with real-time data to display a continuous picture of any number of I/O values over time. See analog and digital data displayed simultaneously in either trend view or tabular format. Add or remove tags as necessary and independently adjust each one's color and thickness.

- Save groups of tags for later recall
- Easily export any range of data to a file or database
- Add encrypted operator notes to points on the timeline
- Displays min, max and average values
- Supports logarithmic scaling



VTScada Historical Data Viewer (HDV) page

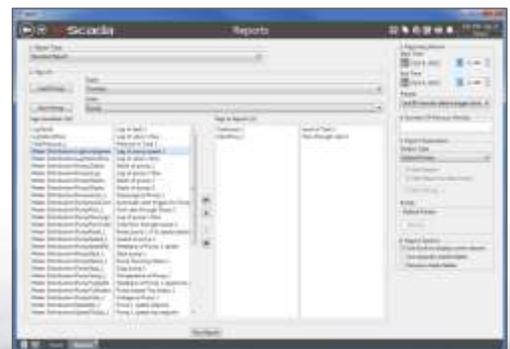
Report Generator

Every VTScada application includes two reporting components: a page for generating ad-hoc reports and a report tag that can be scheduled to trigger pre-defined reports. Report tags are time zone aware and can run daily, weekly, monthly, manually, or on event.

VTScada includes pre-defined reports to meet the needs of the water and wastewater industry. Add custom reports as required.

Reports can be output to your screen, to a file, an Excel® spreadsheet, a template, a database, or an email attachment.

- Includes pre-configured reports for water and wastewater
- Scheduler can automatically save information to a file, send it to a printer or email it to appropriate personnel
- Add custom script reports and Excel report templates as needed

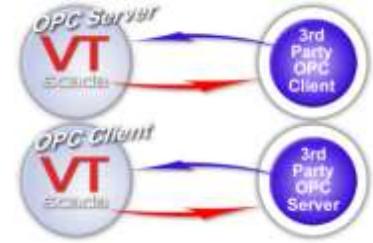


Standard VTScada Report page

Historical Data Sharing with 3rd-party Systems

VTScada OPC Server (Optional)

Allows OPC-compliant programs (including other VTScada applications with OPC clients) to send and receive live process data to and from a standard VTScada application.



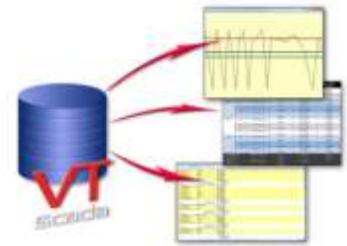
VTScada OPC Client (Standard)

The OPC Client has long been a standard feature of VTScada. It allows a standard VTScada application to send and receive live process data to and from an OPC-compliant server (including other VTScada applications with configured OPC servers).

- The OPC Client is available for no additional cost

VTScada ODBC Server (Optional)

The ODBC Server allows you to use industry standard reporting software like Crystal Reports®, XL Reporter®, Microsoft Access® or Microsoft Excel® to extract system information directly from a VTScada application. Through this interface, you can treat a VTScada application like a database with each logged tag representing a table of timestamps and values. Once the connection is configured, your reporting software can send SQL queries to VTScada to retrieve the logged tag values.



VTScada Web Services (Optional)

This SOAP (XML) interface allows third-party business systems to make direct calls to real-time and VTScada historical data. Calls can include requests for data from a time/date range (e.g. min, max, time of min, time of max, ave, total).

- Supports SQL calls from third-party apps to VTScada native databases
- Supports SELECT commands and WHERE clauses



Configuration Management

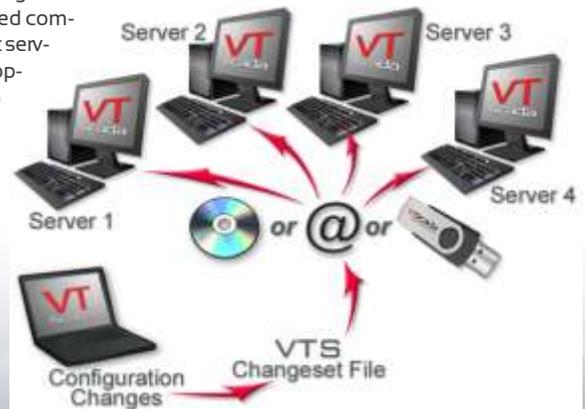
VTScada Application Version Control (Optional)

Application Version Control (AVC) provides change traceability, enhances application management in networked environments, and greatly improves recovery from unexpected effects of configuration. See a full change history of the application. Burrow into each version to see a side-by-side view of changes. Identify incremental changes made in each version. Instantly switch to any previous known good version. Merge changes in a multi-developer environment. Cherry-pick specific changes when merging versions. AVC is an optional feature of any Full Development License. It is a standard feature of the VTScada OEM/System Integrator license.

Version	Time Applied
CHR-D110	Mon Mar 04, 2013 15:36:15.091
BLA	Show Version Details .913
BLA	Switch to This Version .683
CHR	Reverse Version Changes .027
BLA	Merge Version Changes .009
CHR-D108	Mon Mar 04, 2013 15:43:59.060
CHR-D107	Mon Mar 04, 2013 15:33:05.362

Real-Time Configuration (Optional)

Reduce downtime by editing tags and displays (plus many source code and property changes) without restarting your application. Versions 10 and higher allow multiple users to configure an application simultaneously without a configuration server. Push changes to all networked computers manually or automatically. You can edit tags via VTScada Internet Clients and edit server lists from VTScada Run Time licenses. Since version 10.2, you can edit application properties that determine the appearance of the VTScada window (e.g. DispMgrFullscreen) without restart.



Distribute Whole Applications in a Single File

VTScada ChangeSets reduce integration costs by allowing you to distribute new or updated applications to multiple computers. ChangeSets are easily created, and imported, by staff with limited technical knowledge. Apply ChangeSets without restart.

- Distributed by email, FTP, memory stick, or CD
- Reuse work by cloning existing applications
- Use ChangeSets to backup/restore applications with version history
- Update OEM layers without affecting end user applications

Application Configuration

Tags, the Building Blocks of VTScada Applications

All resources (e.g. modems, I/O, alarms, device drivers) are treated as tags, allowing all application variables to be maintained in a single database.

- Test without live I/O using manual values
- Quality indicators on input tags
- Initial tag parameters can be calculated expressions
- Add new parameters to existing tags

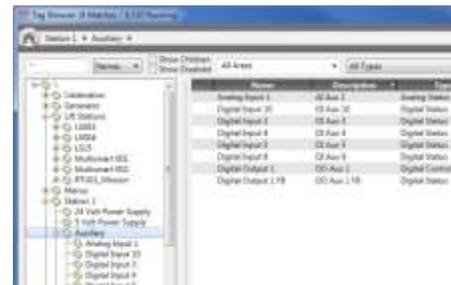
Hierarchical Tag Browser

Tags are created and managed using the VTScada Tag Browser. VTScada now allows you to model how your real-world elements relate to one another by nesting child tags within parent tags. If you see a pump as an assembly of I/O and communications drivers, you can define it that way. If the pump is one of many in a lift station or other assembly, you can make it a child of the lift station tag. Build structures once and reuse them many times. Clone whole subsystems by simply copying the root of a tree of tags. Tags copied to new parent automatically reference new scope. The new VTScada Context Tag makes grouping tags quick and easy.

Since version 10.2, you can re-name and reorganize tags without losing tag history, page references, or alarms. Multiple tag selection saves significant time when copying, enabling, disabling, or deleting more than one tag.



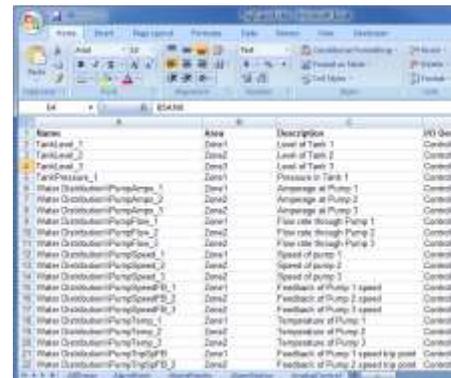
Tag editing dialog



Hierarchical VTScada Tag Browser

High-Efficiency Tag Development

- Special analog and digital tag types integrate alarming and logging capability to reduce development time
- VTScada Pump Status Tags automatically associate with pre-configured pump status reports, displaying pump run times and starts/stops
- Pump Status Tags include parameters for high and low alarms. Configure delays to reduce alarms due to minor disturbances
- 'Log on change' is activated whenever a new tag is added. This helps reduce database size without losing important data
- Create and edit tags outside VTScada via Access®, Excel®, and SQL Server®
- New I/O tags automatically flagged as 'Questionable' to assist commissioning



A spreadsheet of exported tags

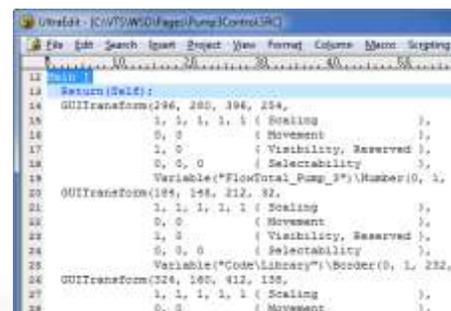
Advanced Customization

VTScada Scripting Language

In addition to the Drag & Drop toolset, VTScada provides a variety of tools to help you perform advanced customization. For example, the object-oriented VTScada Scripting Language (similar to C++) allows unlimited customization of almost every feature. Copy a graphic object and paste its properties into a text editor. Make changes and paste them back onto the page. To reduce development time, VTScada supports reusable objects (e.g., scripts, graphics, custom displays, library objects).

New in VTScada 10.1

- Support for system file paths (42 in all)
- File dialog access to FTP (not in Vista)
- API for Deploy and DirectDeploy. Module constructors/destructors
- TRUE and FALSE functions & instance variables
- Dial-up networking support (PPP)
- Background scripts can run as services to start scheduled tasks or watch for events (e.g., run task when user logs in)



Edit VTScada Script in any text editor

Soft Logic Control

- Deadband tag can be used as data source for output controls (Includes delay and hysteresis)
- Calculation tag (includes mathematical and logical functions) can be used as data source for output controls
- Expression tag supports complex scripting logic to be used as data source for output controls

Process Displays

Application-specific display pages provide an intuitive operator interface. These include graphical overviews of the process in a full-screen or windowed (user-selectable) view. A Full Development license allows you to quickly develop displays using objects from the graphics library, tag animations, polygons, etc. Switch between Run Time and Development modes without changing views. Divide system information logically across multiple pages that can be easily navigated by customizable menus, buttons and hotboxes.

To help create more vibrant looking displays and reports, version 10.2 and higher supports 24-bit/32-bit 'true color'. Use the new color selector dialog to pick from more than 16 million colors. Script functions also support true color graphics.

- Default page navigation tools (e.g., menu, forward/back buttons)
- Dual and quad monitor support
- Design tag drawing methods without writing code
- Draw a grid of tags and their values on any page
- Nested page frames, check-boxes and tabbed folder drawing objects
- VTScada Historian and modem statistics panels



Create custom displays with native drawing tools and imported images

New VTScada Idea Studio™

New in Version 11 - The completely rebuilt VTScada Idea Studio provides a broad pallet of intuitive drag and drop tools to help you create professional-looking displays. Over 200 new graphic 'widgets' make it a snap to represent your system values as photo-real meters, switches, buttons, lamps, and animations. Choose from even more pre-built high-impact display pages in seconds.

- Configure displays, navigation menus, and tag databases from one interface
- Add graphics and then connect them to tags, or vice versa
- Easily select, align, and space any combination of elements
- Draw or edit striking 3D pipes with just a few clicks



The new Graphic Editing Studio

Expanded Graphics Library

- 3,500+ symbols, polygons, and data-driven animations
- Import BMP, JPG, WMF and EMF
- Import backgrounds, maps, watermarks
- Add 3D graphics created with third-party software (must be flat jpg, png, bmp)
- New background tiles give your applications a consistent look and feel

Lift Station Templates

Hierarchical tag architecture (page 7) makes it easier to configure engaging pre-made lift station displays for third-party devices such as the MultiTrove® MultiSmart® RTU and the MPE Pump Controller®. New tools allow you to create and reuse your own templates. New pumping stations can be put online in seconds (right).

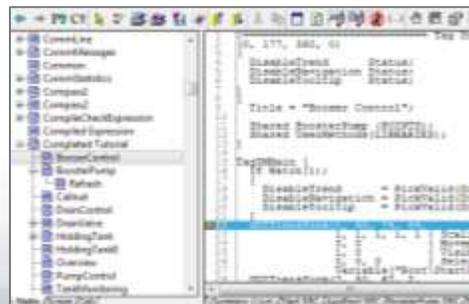
- Custom site displays can be created as desired
- Each auto-generated display includes:
 - All associated analog input, digital input and digital output values
 - A list of all related alarms
 - Data age and site status indicators
 - A Fast/Normal polling selector



Auto-generated lift-station display

Debugging Tools

- Logging profiler
- Million thread history with dead threads
- Debugging tools available locally or remotely through VTScada Internet Server
- Automated application tests available
- Source code debugger for script
- Tracing of all VTScada activities
- View error statistics and sent/received communications for device drivers
- Source debugger can highlight what code has been run or tested to date



VTScada Source Debugger

I/O Connectivity

Device Driver Library

VTScada provides maximum flexibility when choosing monitoring and control devices by supporting most industry standard and even many proprietary I/O protocols. We can also create new drivers to meet your needs. The new SNMP driver uses UDP-based network protocol to communicate with devices used in oil and gas and broadcasting. Diagnostics drivers for MDS and DataRadios® provide real-time signal strength and other diagnostic data.

The VTScada Motorola IP Gateway Driver reduces communication traffic by using 'report by exception' features of Motorola ACE and MOSCAD RTUs. The DNP3 driver now includes an Addressing Assist Dialog to help configure addresses quickly with less chance of error.

- All drivers include communications alarms (VTScada IO.I)
- Group drivers and other related tags using VTScada Context Tag
- Trigger tag expression for OFF condition
- Log History Stats tags
- Allen-Bradley® driver supports radio keying
- Some drivers support store and forward and logged data retrieval
- Driver support for third-party products. (e.g., Pi, Excel via DDE)

Polling Management

- You can replace master PLC reducing cost, set up, and points of failure
- Automatically manage scheduled polling cycles for RTUs
- VTScada supports any number of independent polling groups
- 'Fast Poll' mode sets a higher polling frequency for specific RTU sites
- You can use external triggers to poll on infrequent schedules or on command
- You can enable or disable polling in any polling driver

Modem Management

- Supports modem pooling across servers for improved resource efficiency
- Includes custom Unimodem driver
- Data and VTScada Alarm Notification System requests automatically routed to appropriate voice and data modem(s). No configuration necessary
- Supports dedicated modems for functional application areas
- Supports logging of modem activities
- Graphics show modem events, usage stats and modem status

Operations

VTScada Slippy Maps

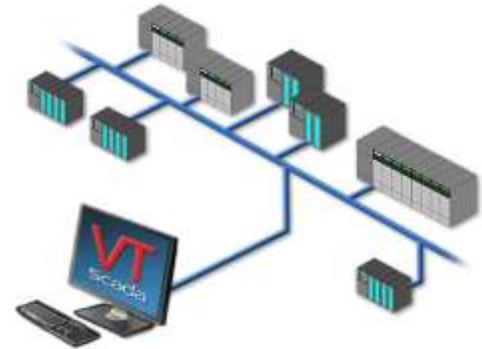
Put Your SCADA System on the Map - Interact with your remote monitoring sites in the same way you use online mapping tools like MapQuest®. Pan and zoom across all your sites with a simple click, toss, or scroll. Add dynamic maps to any graphic display or use the standard map pages.

Each site is represented by a pin that changes color based on its polling status. Click a pin to open the associated site. Easily drag pins into place or position them with latitude and longitude coordinates.

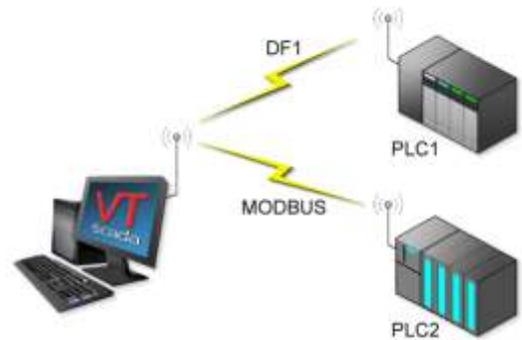
Online applications can download map tiles directly from on-line map providers such as MapQuest®*. You can also pre-load these tiles for offline applications or load your own custom tiles created using third-party graphics programs. Once displayed, map tiles remain cached indefinitely.

Mobile Mapping at your fingertips - The VTScada Mobile Internet Client now supports 'slippy maps' on HTML5 compliant mobile devices (page 4.)

* Map tiles from commercial and open source websites may be subject to terms of license, or use agreements, compliance with which is the user's responsibility.



Combine almost any combination of PLC and RTU brands



Use multiple protocols in the same polling cycle.



Auto-generated site displays for PCs and mobile devices

Application Security

Each application includes its own security accounts and settings which control access to all parts of the application including workstations, Internet clients, mobile Internet clients, and alarm notifications. Deployed security changes are immediate and application wide. Accounts are easily copied, modified, and deleted. As of version 10.1, you can even share accounts across multiple applications.

Rules and Roles simplify security management by replacing an ever-growing list of privileges.

- Rules combine tags, privileges, and locations to finely tune who can do what, where.
- Roles are pre-defined sets of Rules corresponding to specific jobs (e.g., plant operator). Quickly configure new users by adding one or more roles to an account.

Military-grade Encryption - The security database scheme employs military-grade encryption as does the security information exchanged between VTScada Internet Clients and Servers.

Security Protocols - In addition to SSL (secure socket layers) VTScada supports SMTP email servers requiring Transport Layer Security (e.g., Gmail®) when sending alarm notifications. USB dongles are also available.

Password Protection - Configure passwords to exceed a minimum length, contain alphabetic, numeric, or special characters, or expire after a configurable period. Accounts can be disabled following repeated failed log-in attempts and users can be logged-out after a configurable period of inactivity.



Operator Notes

Networked to allow authorized users remote and local access.

Include timestamp, user name.

Encrypted to eliminate tampering.

Print all or a range of date/times.

Display notes by date.

More Ease-of-Use Features

Leave messages using highly-visible sticky notes.

Multi-write object sets up to 50 outputs with one action (useful for starting HMI or replacing PLCs.)

History Statistics Tag displays calculated values (e.g. Compare one week's average flow to another.)

HTTP server displays HTML files like Google® maps.

More Reliability Features

Rate-of-change tag detects rapid changes in values that indicate expensive leaks and spills.

Trigger tag initiates actions based on time or changes.

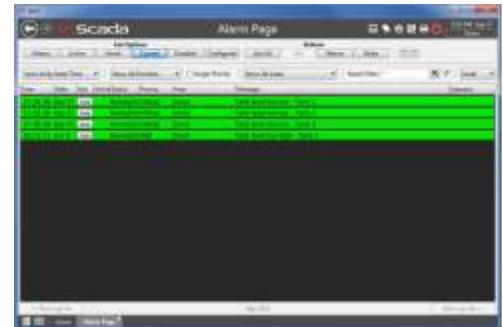
Configure shutdown when UPS runs low.

Configure alarms to re-arm after a defined period once they have been acknowledged.

Alarm and Event Management

VTScada applications include an alarm page (right) and alarm lists that can be added to any display. The alarm page lists current, active, unacknowledged, disabled, and configured alarms. Sort by date/time and filter by functional area or priority. Alarm pages also feature a list of time-stamped events including log on activity, alarm notifications, setpoint changes, etc. When an alarm occurs, click the blinking icon on every page to open the Alarm Page where you can silence or acknowledge alarms. Remotely acknowledge alarms by touch-tone phone via the VTScada Alarm Notification System, by mobile phone via the VTScada WAP Server or by smart phone or tablet via the MIC.

- Save an unlimited number of alarms and events
- Pop-up dialogs for high priority alarms
- Print any range of the alarm or event history
- Alarm tags built into Analog Status and Digital Status Tags
- Acknowledge alarms while configuring application



Standard VTScada Alarm Page

VTScada Alarm Notification System (Optional)

Receive alarm information anywhere via email, pagers, and text-to-voice phone calls. Dial into your system to check levels and alarm status using your application-level security account. In addition to acknowledging alarms, you can change setpoints, start or stop pumps, or send digital commands to equipment. The Alarm Notification System shares the same tag and alarm databases as the application. Create rosters of up to 30 staff to contact in sequence until an alarm is acknowledged. Configure any number of rosters for the whole application or just specific functional areas. Roster activations are recorded as events in the alarm history. Now, acknowledge alarms via email. The Alarm Notification System supports the latest in text-to-speech technology by supporting the 'Salli' speech engine from IVONA®.

VTScada WAP Server - View system status, acknowledge alarms, and control equipment via simple web pages designed for WAP-enabled mobile Internet browsers. This feature is available as part of the Alarm Notification license key. However, it has been superseded by the Mobile Internet Client (page 4.)

- Supports GZIP encoding



Minimum System Requirements

The following is a guide. Actual hardware/OS requirements depend upon your application's architecture.

Required

- VTScada II with program key (25-character key found on CD or in the email with the FTP link)
- OS: Windows 7 (32 or 64 bit), Vista (32 or 64 bit), 2008 Server R2*, XP** or 2003 Server***
- Processor: 2 GHz (XP) or 2GHz or more (Vista or Windows 7)
- RAM: 2 GB (XPSP3), 4GB (32-bit OS), 8GB (64-bit OS)
- Hard Disk: 200 MB free space (XP) or 20GB (Vista or Windows 7)
- Graphics Card: SVGA (XP), DirectX 9 compatible with 32Mb memory (Vista or Windows 7)
- Disc Drive: A CD-ROM (XP) or DVD-ROM (Windows 7, Vista, 2003 Server or 2008 Server)
- A mouse, pointing device or touch screen



Recommended

- 64-bit OS for all applications above 50K tags (you can run 32-bit VTScada on a 64-bit OS)
- 3GHz dual or quad core processors (more cores won't help while higher clock speeds will)
- Solid State Drives (SSD) for the highest performance
- Avoid using RAID for file-based historian
- Keep historian on a separate hard drive from VTScada and the OS
- Windows-compatible printer to print VTScada pages or reports
- 100Mb/1Gb Ethernet required for networking
- A voice modem is required for the VTScada Alarm Notification System
- Sound card and speakers are required for alarm annunciation
- RS-232 port if needed for communications with serial I/O devices

Compatible Operating Systems for VTScada Versions

VTScada Version	Win 8 64-Bit	Win 8 32-Bit	2012 Server	Win 7 64-Bit	Win 7 32-Bit	Vista 64-Bit	Vista 32-Bit	2008 Serve	XP	2003 Serve	2000
7.1									✓		✓
7.5									✓		✓
8.0					✓		✓	✓	✓	✓	
8.1					✓		✓	✓	✓	✓	
9.0				✓	✓	✓	✓	✓	✓	✓	
9.1				✓	✓	✓	✓	✓	✓	✓	
10.0	✓	✓	✓	✓	✓	✓	✓	✓ ¹	✓ ²	✓ ³	
10.1	✓	✓	✓	✓	✓	✓	✓	✓ ¹	✓ ²	✓ ³	
10.2	✓	✓	✓	✓	✓	✓	✓	✓ ¹	✓ ²	✓ ³	
11.0	✓	✓	✓	✓	✓	✓	✓	✓ ¹		✓ ³	

Please Note

- Running newer versions of VTScada on older operating systems may result in slower performance.
- NetDDE is not available on Windows Vista and higher (it was removed in XP Service Pack II.)
- VTScada IO uses IANA registered TCP/IP port 5780 (not 1160). Configure your firewall to route RPC traffic accordingly.
- When reusing internal devices like modems or sound cards, make sure that the new computer has the correct motherboard slots.
- Make sure the 3rd party software you use with VTScada (e.g., accounting or reporting) is compatible with the new OS.
- There are no A-Open modem drivers for an OS newer than Vista.
Contact Trihedral to learn more about selecting and configuring modems.

1. Many computers running Server 2008 require speakers or audio cards to enable some VTScada Alarm Notification functionality. Manual modem and audio configuration may also be required.
 2. XP requires Service Pack 3 or higher.
 3. Server 2003 requires this hotfix to be installed: <http://support.microsoft.com/kb/938397>

Software Support, Annual Renewals, and Upgrades

VTScada Software Level Support

We have built our business on providing superior customer service. All new VTScada software licenses include 90 days of our SupportPlus Service. This includes phone, fax and email support during business hours as well as software updates to the current version of VTScada. Additional coverage may be contracted at time of purchase. As long as you renew your license annually, the renewal cost will stay constant at 15% of the original software license price per year. If your contract lapses, the cost of renewing will be based on the value of all software components as calculated using the current price list to a maximum of 45% of the current license value. This lapse will affect the cost of future years' support. Expiry dates can be adjusted to match your budget year or to align multiple licenses.

Note: SupportPlus applies to VTScada licenses and optional VTScada components, not application issues, hardware troubleshooting, training, or system design.

Application Level Support

Premium SupportPlus Service provides application-level support in a package tailored to your specific needs. This extended protection is an important part of a well-structured risk management plan. Define your own requirements that could include after-hours, seasonal or year-round support with guaranteed response times. Trihedral works with you to formulate a cost-effective solution.

24/7 Emergency Support Service

With the addition of 24/7 Emergency Support to your SupportPlus Service, help is always available. This service is intended for emergency issues directly associated with VTScada software. It does not cover application specific issues, over the phone training or advanced system design. It cannot replace training or the services of engineers, consultants or integrators. In order to best help you, we strongly recommend that you have a current version of VTScada and an internet connection. Emergency Support can only be added to a valid SupportPlus contract at a cost of 5% of the original software purchase price per year (minimum of \$1,200) and cannot be purchased as a standalone service.



Our Technical Support Team

Software Training Courses

Courses are available at our Bedford and Orlando training facilities or on-site anywhere in North America upon request.

- **Operation & Configuration**
Intro to VTScada for SIs, OEMs, consultants, operators, maintenance and IT staff
- **Introduction to Scripting**
Customization & configuration using VTScada scripting for advanced developers
- **Advanced Configuration and Scripting**
For advanced system integrators and OEMs

Custom courses can be created based upon specific user requirements.

See all available courses - www.trihedral.com/training



One of our VTScada training facilities

VTScada Internet Forum

Find answers. Share solutions.

This user-driven knowledge base allows operators and developers to informally ask questions and share solutions about their VTScada applications. Everyone is welcome to browse this forum. If your organization has an up-to-date VTScada software support contract, you can request an account and post your own questions and answers.

Visit the Forum - www.trihedral.com/forum

