



Introducing Version 11.2 - Webinar Q&A

We hope we have provided answers to all your questions. If you have additional questions, please contact us:

Email info@trihedral.com, call 1.800.463.2783, or visit www.trihedral.com

TRY IT FOR YOURSELF

Download the 90-day Trial

Trihedral.com/trial

Category	Question	Answer
Alarms	Can you make shelving available by security access?	Yes, shelving is a security privilege that be granted or disabled for the entire application, based on role, etc.
Alarms	Are shelved/disabled alarms still logged for statistics?	Shelved alarm occurrences are still logged but there will be no associated acknowledgement event. Disabled alarms are not.
Alarms	When you shelve a parent will its children be shelved too?	Not at the current time. This feature is being evaluated for future releases.
Alarms	Can you shelf an alarm based off of a tag value?	Not at the current time. This feature is being evaluated for future releases.
Alarms	Can you shelf entire area filters verses a single alarm?	Not at the current time. This feature is being evaluated for future releases.
Alarms	Can you click on an alarm and automatically take go to the page where the equipment is?	Yes. On the Alarms page or any embedded alarm widget, right-click the alarm for a menu with the option to go to the page(s) that contain that tag
Alarms	Can you incorporate historical trends into the alarm flood trend and see them both at the same time in the same window?	Not at the current time. More detail will be required to determine how this would be used.
Alarms	Are there multiple filters for areas in the alarm display?	This capability is built into the alarms filtering engine but is not currently available in the user interface. This feature is being evaluated for future releases.

Alarms	Can you now set different Alarm Notification delays for separate realm areas?	No. This will be submitted as a feedback report for future evaluation.
Alarms	Can you display both current alarm and the past history (8 hr, 1 day, 1 week, etc.) with the current alarm being displayed in real time?	Yes. You can embed separate filtered alarm lists side-by-side on custom displays.
Alarms	Are you able to right click on alarm tab to open second alarm page?	Yes. If you pin the alarm page to the bottom of the VTScada Display Manager, you can then right-click that tab to open the Alarm Page in its own window.
Anywhere Client	In the Anywhere Client, are all control objects like analog/digital controls, HOA switches, set buttons, etc. available for remote control?	Yes.
Anywhere Client	Can the Anywhere Client open PDF files located on the host with the Spawn function?	Not at the current time. This feature is being evaluated for future releases.
Anywhere Client	Can you use slippy maps in the anywhere client?	Absolutely! To see a live demo of the Anywhere Client: https://www.trihedral.com/live-mobile-demo
Anywhere Client	Can you prevent all control as a general policy?	There is no setting to prevent specific users from performing control operations from Thin Clients. You can create separate user accounts for remote access and assign their accounts read-only privileges.
Anywhere Client	How do you type alarm notes on the Anywhere Client?	Tap and hold the alarm you wish to add a note, the menu will appear, select "Add note" and the on screen keyboard will appear.
Anywhere Client	Is it safe to summarize that this version allows full mobile access on all devices?	Yes. The Anywhere Client is designed for all HTML5 browsers. The ones we have fully tested and recommend can be found here: https://www.trihedral.com/scada-system-requirements
Anywhere Client	What will happen with animations on anywhere client?	They work the same as the Thick Client.
Anywhere Client	Is there a list of any functions that can still be performed on the VIC that the Anywhere Client is unable to perform?	<ul style="list-style-type: none"> • Cannot export either reports or HDV data to files. • Cannot run ActiveX Controls embedded in pages • Cannot Spawn external applications <p>The first and last items are currently being evaluated for future releases</p>

Anywhere Client	What is VIC and MIC?	The VTScada Internet Client (VIC) is our thin client for windows computers. The Mobile Internet Client (MIC) was our original offering for mobile devices. It includes a text based view for smaller phone screens and a full screenshot view for larger tablet screens. The Anywhere Client provides an almost identical operator experience as a thick client workstation. Unlike the MIC it provides real-time data without overloading your data plan.
Anywhere Client	Why use VIC or MIC if we have the Anywhere Client?	The text-based MIC view option is great for smart phones with smaller screens. The MICs screenshot view uses more bandwidth but requires less processing power which may be better for slower phones..
Anywhere Client	Will Anywhere Client work on Apple laptops, ipads?	Yes. You can monitor and control your applications in any HTML5 browser including Safari.
General	What is an IOT?	IOT refers to Internet of Things. "The Internet of Things (IoT) is a system of interrelated computing devices, mechanical and digital machines, objects, animals or people that are provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction."
Licensing	Are the remote devices licensed per device or per connection?	All Thin Clients are licenses by number of concurrent connections.
Licensing	How does licensing work for the anywhere client for customers who are upgrading from earlier versions?	Once you perform the upgrade on your base license, your Thin Clients are then upgraded to the recent version. No additional licensing or upgrade necessary. Assuming of course that Thin Clients were already part of your license
Licensing	I only have a server and workstations. Should I make all make workstations Anywhere Clients, will this save money, what advantage of having a workstation as opposed to an Anywhere Client?	The advantage of having a full installation VTScada license (Runtime or Development Runtime) on a workstation is to have full redundancy. If that is of little value to your application, than Thin Clients could be a great option for you. We have pack pricing with discounts built in so there may be some savings. Pricing can be viewed : https://www.trihedral.com/scada-software-pricing
Licensing	What's the "official" release date of 11.2?	In final testing at selected sites now and expected to be released very soon. There is no official date yet. An announcement will be made on our website when it is promoted to general release.
Operations	Can I now set a server list based on a context tag?	Currently no. More information will be requested on this requirement.

Operations	Can Slippy Maps be used for network architecture?	Yes, but a geographic overview would be best only for WAN connections, with selectable end points opening detail screens for LAN equipment layout and status.
Operations	Can you control through a SQL insert command from the historian? If yes, can this be prevented?	There is no SQL insert statement for the VTScada Historian. It is a proprietary built-in file format. Third-party systems can use the VTScada ODBC server to make SQL requests but for security reasons there is no way to insert records.
Operations	Can you import an RSLogix 5,000 tag list from an exported L5K list from the Logix development program?	Not at the current time. This feature is being evaluated for future releases.
Operations	Can you predefine a set of selectable comments for the note function to reduce typing and speed up ack and comments?	Yes, you can create as many "quick notes" as you would like. You do this in the Notebook tag that you created in the tag browser.
Operations	Does the historical data viewer now do previous conditions like previous month? Or can I compare 2 sets of data like current week to previous week?	You can embed side-by-side filtered trends in custom displays.
Operations	Does the Advanced filtering accept Microsoft standard wild cards?	Name, description and area alarm filtering fields will accept '*' (more than one character) and '?' (single character).
Operations	Does the tag hierarchy have to be connected online to a PLC? Or can it use an offline file i.e. in the case of development before a system is actually built and powered?	[This question is regarding the Rockwell Ethernet/IP driver] Yes. However, you must connect to either a PLC running the program tags or be using the software in simulation mode to read the tag list into VTScada. VTScada will retain the tag list when taken offline.
Operations	I have a customer that wanted a VAM even when its running VTScada as a service	At this time, running VTScada as a service does not allow the VTScada Application Manager to be opened on that server. The VAM may be opened on any other VTScada full installation licence (not running as a service) on a separate workstation.
Operations	How will scalability work for a system that is upgraded to anywhere? Will it scale correctly? Will there be issues with the text scaling etc?	Once VTScada Thin Client access has been enabled with an updated key, all pages will automatically appear as they do on a standard workstation.
Operations	Have you addressed any cyber security concerns from NIST Framework?	This question has been conveyed to our cyber security contacts for comment.
Operations	Does VTScada support export of reports to PDF files	Not at the current time. This feature is being evaluated for future

Operations	I updated to 11.2.06 recently at a site. Should I update to 11.2.08?	Yes, in addition to major software version updates, our permanent team of programmers and engineers regularly releases service updates with enhancements, bug fixes, and new features.
Operations	If it still does, you need to mention that VTScada supports DNP3.	VTScada most definitely supports DNP3 over serial, TCP and UDP. This has become a very common protocol used in VTScada applications in the water and power industries.
Operations	If we are performing multiple tests for the same job, can we plot same parameters for all tests and compare the results?	Not at the current time. This feature will be submitted for evaluation for future releases.
Operations	Instead of values, can we display pre-defined list of text notes on HMI for varying values?	Yes. This is done via the Multi-Text, Draw Text and Text Change widgets. The one you use will depend upon whether you're drawing digital, analog or string values.
Operations	Is the controller tag browser available in the development environment both online with the controller and offline (ACD file only)?	This is an extension of question 36. ACD file support is not included at the current time. This feature will be submitted for evaluation for future releases.
Operations	Is there a tag that allows for entry of external data (laboratory, .csv files, etc.) to the historian?	Yes, this feature is in use by a number of customers but is not available as a standard feature of the VTScada product. It is available upon request to the Trihedral Support or Sales Teams.
Operations	Is there an excel add-on or other means of exporting historical data, or any plans to create one?	Yes, the Historical Data Viewer (i.e. Trend screen) includes a data export tool for use in the Runtime environment. Data can be exported to CSV, Excel or ODBC destination. Alternatively, create an ad-hoc or scheduled report via the Report Generator, which is also available from the Runtime environment, and select a CSV, Excel file, Excel Template or ODBC source as your destination for your historical data.
Operations	Is your software tied to Microsoft products i.e. Excel SQL or can I use open office i.e. when exporting tags?	From our research, Open Office can read Excel files but cannot save to an .xlsx file format, which is required for the VTScada Tag Sync (i.e. import) function). Thus, VTScada Tag Export output files (i.e. .xlsx) can be read into Open Office and edited, but they must be converted back to .xlsx before they can be imported using the VTScada Tag Sync function.



Operations	On a WAN, how do I make the local machine capable of local control when WAN access to server is down?	Install a full install (Runtime or Development Runtime) VTScada license on the local workstation (i.e. PC, PanelPC). Create a VTScada server list for the local control device and add the server on the WAN as the primary server and the local workstation as the backup server (server lists can contain 'N' servers). When the WAN goes down, the local workstation will recognize that the WAN servers are no longer servicing the local control device and will automatically assume control, relinquishing control again when the WAN connection is re-established.
Operations	Are On screen trends using historical data or real time data?	Both. The VTScada Historical Data Viewer (HDV) is a continuous view of historical and real-time data that can easily be filtered by date.
Operations	Scaling graphics: When you develop in 1080p and the customer is using an older laptop will there be scroll bars or miniaturized graphics?	To manage multiple screen resolutions on workstations, go to Application Configuration>Display tab and select the 'Stretch Contents of page to Fit Available Area' checkbox. This will force all displays to automatically resize the display contents to the resolution of the display area, retaining the aspect ratio. If there are certain displays you do not want to scale, deselect 'Scale Page' from the toolbar in the page properties tab of the VTScada Idea Studio for that particular display page. VIC, MIC and Anywhere Client pages will scale automatically.
Operations	Can you set system set points for temp, pressure or flow rates?	Yes. These typically set as Analog Status/Output tags that are written to the controller and the controller implements the control loop. However, VTScada does have a PID loop function can be implemented within the software itself.
Operations	What is the 60850-104 protocol that you were talking about? Please confirm the protocol number as we think it may be 60870-5-104 or 61850.	Thanks for picking up on this, as it was mistakenly quoted during the webinar. The driver currently under development is IEC 60870-5-104, which is the Ethernet version of this protocol and is commonly used in Europe.
Operations	When we create HMI, can we record real time job and as well while recording can we go back to history and analyse based alarm history?	The alarm history can always be accessed without interrupting real-time monitoring functionality of the system.