

Intro to VTScada 11.2 - Webinar Q&A

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Webinar Question	Answer
Android compliant?	Yes! The Anywhere Client will run on any HTML5-compliant web browser. For all system requirements and recommendations please visit: https://www.trihedral.com/scada-system-requirements
Are a significant number of customers running 11.2 in production?	Version 11.2 has been released for over a year (currently 11.2.20 is general release). All new installations are being done with 11.2.
Are there functional differences between Thick Clients and HTML5 Clients? Are they developed differently?	The only functional differences are that on the HTML5 Anywhere Client you can run reports and view trends but not export their data to a file. Logged off sessions are also not supported. Once thin clients are enabled and configured (60 second process), changes made to the thick client interface are automatically pushed to thin client connections.
Are you familiar with (Schneider) Proface HMI/PLCs?	We have not yet had a need to develop a driver for this line of hardware. For a list of VTScada communication drivers visit our website: https://www.trihedral.com/device-driver-list
Can I enable SMTP to relay alarms to my IT emails?	Yes. You can set up an SMTP account to have alarms emailed. The emails (high and critical) would go to the users configured on the appropriate roster tag.
Do you have bricknet protocol to be able to talk with an ICL product?	VTScada does not speak BrickNet but is very familiar with communication to ICL's hardware. Typically, we would communicate by Modbus or DNP3 to one of their devices. In fact, ICL uses VTScada to test their DF1 communications driver.
Do basic licenses support RBE (report-by-exception) aka Quiescent Mode?	Report by exception is dependent on the protocol. For instance, DNP3 is RBE. Modbus is not.
How does VTScada perform in a virtual environment?	VTScada will run fine in a virtual machine. That said, there are a few special recommendations to consider when using a virtual machine. Firstly, the machine must ensure that computer resources are available for the virtual machine and that they are not hindered by the host machine. Secondly, configuration of modems can be slightly more challenging on a virtual machine as the modem must be assigned to the virtual machine. Third, it is crucial that the image be cloned before installing VTScada to avoid issues with redundant servers.
If you do the redundant server mode, do I need a separate license for each node?	Yes, each server would need its own copy of VTScada. For licensing information see: https://www.trihedral.com/software-licensing , and for pricing please see: https://www.trihedral.com/scada-software-pricing

<p>Need RBE in Modbus.</p>	<p>There is no such thing as report by exception in the Modbus protocol. You could set up a virtual PLC in VTScada and have the devices set a bit in the VPLC that would trigger a poll of the device and then reset the bit. If they have a Modbus device doing report by exception, then it is probably doing something similar to the manufacturer's HMI and using custom function codes. But, Modbus doesn't do RBE by default.</p>
<p>So does this mean the CIP driver allows me to download a new configuration of a remote PLC without any other software?</p>	<p>The CIP driver allows you to connect to an Allen Bradley PLC and view the tag library; however, this information is not downloaded to the computer. There is no third-party software required to use the VTScada CIP driver and view the tags.</p>
<p>What integrators do you have to serve Iowa?</p>	<p>A complete list of our integrators can be found here: https://www.trihedral.com/findanintegrator.</p> <p>Note: Many of these integrators install VTScada outside of the state in which they are listed.</p>
<p>What is market share water waste water scada systems?</p>	<p>About 20%</p>
<p>What is the difference between Thin Client and Thick Client?</p>	<p>A VTScada Thick Client is a Windows computer that has VTScada installed. These software licenses can be Runtime (workstation only) or Development Runtime (workstation and application development). They are priced by the number of tags (I/O). Thick Clients can act as redundant servers. On the other hand, VTScada Thin Clients provide an interface from computers or mobile devices on which VTScada is not installed. These are licensed by the number of concurrent users and cannot act as redundant servers. For more information: https://www.trihedral.com/scada-thin-clients</p>
<p>What level of license (Rev) upgrade is included in the license fee, if any?</p>	<p>Our SupportPlus program allows licenses that have a current SupportPlus contract to seamlessly upgrade to any new version that is released while the contract is valid. SupportPlus also grants access to Technical Support and provides license value protection. The cost of SupportPlus is calculated at 15% of the purchased license value, which will never increase as long as the SupportPlus contract is maintained. To find out more about VTScada SupportPlus, please visit: https://www.trihedral.com/vtscada-supportplus-service-pricing</p>

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