MITSUBISHI ELECTRIC
Changes for the Better

SupportWorX Guide

June 2022

Note
This document was created for the purpose of explaining the service contents of SupportWorX to customers in regions (Korea, Taiwan, and others) where ICONICS products are sold through Mitsubishi Electric. There are some differences from the services sold in other regions.

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This Agreement will be governed by the laws of the Commonwealth of Massachusetts. Should you have any questions concerning this Agreement, you may contact ICONICS in writing at:

ICONICS, Inc., 100 Foxborough Boulevard, Foxborough, MA 02035 USA

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1. Overview of SupportWorX

1.1 Service Overview

SupportWorX is a software maintenance service that maximizes the value of GENESIS64 and related products and ensures their stable long-time use by subscribing to it.

Benefits of subscribing to SupportWorX

1) Software version upgrade

   We offer the latest version, which is equipped with various new functions and has become more convenient and user friendly, for free or at a discount price.

2) License maintenance

   We support licenses that became unavailable due to server troubles or others for quick recovery.

3) Provision of abundant technical information for supporting the use of GENESIS64

   We publish an abundance of contents such as technical materials, videos, and FAQs to help customers solve their own problems.

4) Technical Support by dedicated engineer for GENESIS64

   We provide technical support by dedicated engineers. They accurately answer customer's problems regarding GENESIS64.

1.2 List of Services

The services provided by subscribing to SupportWorX are as follows. The following services are provided through Community Portal and the dedicated point of contact.

Service		Chapter
Software Maintenance	Major Version Upgrade Discount *1	4
	Minor Version Upgrades	
	Product Maintenance	
	License Replacement: For Lost Software Key or Damaged Hardware Key (One replacement per license per Plan year)	
	Invitation to Beta Programs	
Technical Support	Technical consultation at dedicated point of contact	5

*1 A separate fee is required for upgrades from GENESIS32 to GENESIS64 products. Please ask your sales office for a quotation.

2. Community Portal

Community Portal is a website for providing various contents that support implementation and operation by GENESIS64 for customers who have subscribed to SupportWorX. Here you can search the ICONICS Knowledgebase, review Application Notes, watch videos on various ICONICS products, visit the Customer Forum, download software updates and products, and see Frequently Asked Questions.

Access "http://getconnected.iconics.com" to get started.
The use of the service can be started by creating an account on the portal site (for free) and assigning support ID (refer to Section 6.1) to the created account.

3. Product Lifecycle

3.1 ICONICS Product Families

ICONICS Product Families include: ICONICS Suite (64), GENESIS32, and others as follows:

ICONICS Suite (64)	
GENESIS64	ReportWorX
Hyper Historian	BridgeWorX
AnalytiX	IoTWorX

GENESIS32
GENESIS32
Embedded GENESIS32
BizViz (32)

Others
OPC Servers
OPC Servers (UA)
Toolkits

3.2 Product Lifecycle and Support

Regular version upgrades are required to ensure continuous and stable use of the product. The versions of the ICONICS products can be upgraded continuously by subscribing to SupportWorX.

The lifecycles of the products are as follows.

- **Engineering Support**
  - Enhancement and Update Releases (YY.Z): **4 years** of Engineering Support from date of release
    - Example: Version 10.95.5 was released May 2019. Support for 10.95.5 ends May 2023
    - Example: Version 10.95.6 was released September 2020. Support for 10.95.6 ends September 2024
  - Security Patches: **6 years** of Engineering support
- **Technical Support**: **10 years** of Technical Support for the current release of each Major Version
- **License Support**: As long as technically possible

4. Software Maintenance

Customers who have subscribed to SupportWorX can receive services such as software version upgrade, license exchange, and beta program provision for free or at discount prices. The installer with new version, Critical Fixes Rollup (CFR), service packs, and beta programs can be downloaded from Community Portal.

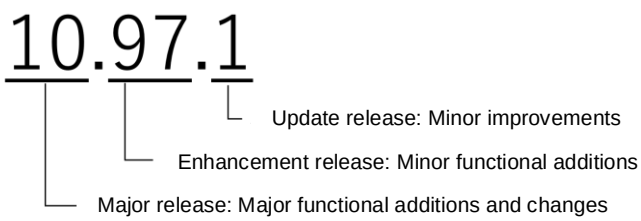
ICONICS software version management

ICONICS software version numbers are in the format of **XX.YY.Z**.

XX digits: Major release. It indicates major functional additions and changes of the product.

YY digits: Enhancement release. It indicates minor functional additions.

Z digit: Update Release. It indicates minor improvements. (If the version number has no Z digit, it indicates that its Z digit is zero. For example, 10.97 is equivalent to 10.97.0.)



4.1 Major Version Upgrade Discount

Customers who have subscribed to SupportWorX can upgrade the major version (X-digit) in the same product at a discount price. Customers whose SupportWorX has already expired can upgrade the version by re-subscribing to SupportWorX. At this time, the catch-up fee (refer to Section 6.3) is exempted. A separate fee is required for upgrades from GENESIS32 to GENESIS64 products. Please ask your sales office for a quotation.

How to use the service

If the major version upgrade is required, please place an order with our sales office. The installer for the new version can be downloaded on Community Portal.

Procedure for major version upgrade

After disabling the license in use and uninstalling the software, install the latest version and apply the license. For the installation/uninstallation method and the details of the license operations, refer to "ICONICS Product Suite Getting Started" included in the software.

4.2 Minor Version Upgrades

We provide version upgrade, which corresponds to the update of the "YY" and "Z" parts in the version information. The installer for upgrade can be downloaded from Community Portal. It is provided as an installer for new installation or installer for upgrade. The installer for upgrade is designed for a specific version (XX.YY.Z). Check the corresponding version before applying.

4.3 Product Maintenance

We release CFR as needed. CFR can be downloaded from Community Portal. CFR is designed for a specific version (XX.YY.Z). Check the corresponding version before applying.

* The version (XX.YY.Z) does not change before and after applying CFR.

4.4 License Replacement

This service supports the continuous use of GENESIS64 by recovering the license when your GENESIS64 license becomes unavailable, and replacing the damaged or broken hardware key. We will replace your lost software key or damaged hardware key for free within 90 days from the date of product shipment. Customers who have subscribed to SupportWorX can continue to use the service for replacing the lost software key or damaged hardware key. (One replacement per license per Plan year)

How to use the service

If the license recovery is required, use the Key Replacement form at Web Licensing Utility. For the hardware key replacement, please contact our sales office.

Precautions

The lost hardware key cannot be reissued.

Issuance of an emergency license

Until the software key is reissued, the trial license (30 days) can be activated and used on License Utility in the environment where GENESIS64 is installed.

5. Technical Support

Customers may obtain technical support in several different ways. First-Line Support is through your local sales office of Mitsubishi Electric or distributor. You may also contact ICONICS' Support Engineers directly by phone, email, or our website in English, and Mitsubishi Electric's Support Engineers directly by phone, email in Japanese.

5.1 Local Sales Office and Distributor Support

First-Line Support is through your local sales office or distributor. These organizations work very closely with Mitsubishi Electric's support center and ICONICS Support Center to resolve customer issues.

5.2 Support by Mitsubishi Electric and ICONICS

Customers who have purchased GENESIS64 and SupportWorX can receive technical support from Mitsubishi Electric and ICONICS.

* The support ID (SupportWorX Plan No.) is required for making inquiries. Please have it handy.

Support contents

- Product specifications, function overview
- Installation, license application, drawing/setting method
- Proposal of solution to customer's request

Response to technical inquiries by Mitsubishi Electric (Japanese)

(1) Business hours Monday-Friday 9:00-17:00 (excluding holidays and Mitsubishi Electric holidays)

(2) Contact information

[Tel] +81-52-723-8271

[E-mail] gen64_support@nt.MitsubishiElectric.co.jp

Response to technical inquiries by ICONICS support center (English)

(1) Business hours Monday-Friday 9:00-18:00 (Australia eastern time, excluding local holidays and ICONICS holidays)

(2) Contact information

[Tel] +61-2-9605-1333

[E-mail] PacificRimSupport@ICONICS.com

5.3 Knowledgebase Browsing

We provide a knowledgebase developed based on the past inquiry results regarding GENESIS64 on Community Portal. The required information can be searched and browsed from solutions, tips and tricks, and frequently-asked questions (FAQs).

6. Purchase/Update Method

SupportWorX can be purchased and updated through our sales office.

6.1 Purchase Flow

The purchase flow of SupportWorX is as follows.

1) Order of a software license

SupportWorX is covered by the license price in the first year. No separate order is required.

2) Provision of customer information

For the provision of maintenance services, we ask the customers to provide their information.

3) Receipt of the support ID (SupportWorX Plan No.)

We will send you the support ID, which is required to use the SupportWorX service, with the software product. The expiration period of the service is one year from the service start date stated in the support ID notification document (SupportWorX License Information) or the notification e-mail shipped by Mitsubishi Electric.

6.2 Renewal

The renewal flow of SupportWorX is as follows.

1) Receipt of update notification

SupportWorX subscribers will receive notification at least 30 days before the expiration of their plan. This notification will go to the person who has been designated as the contact person at the time of initial order placement. (To ensure that you receive the update notification, please contact our sales office when the person in charge is changed.)

2) Estimation request/order

If you require update, please contact our sales office to request an estimate. (The update must be completed before the service expires. Failure to complete the update may result in catch-up fees.)

3) Receipt of update completion notification

We will send you an update completion notification.

6.3 Catch-Up Fee

If SupportWorX was never purchased, or if a SupportWorX Plan is allowed to lapse, then a catch-up fee will be applied to reinstate SupportWorX. The catch-up fee will be equal to 5% of the total current applicable list price of the products for each partial year of non-coverage (up to 3 full years maximum). Note that a customer has the option to backdate an expired SupportWorX plan for up to six month; in these cases, the plan dates must be back to back with the expired plan in order to waive catch-up fees that are otherwise due.

6.4 Transfer of License

The ICONICS License Agreement requires ICONICS written authorization to transfer licenses from the original End User (Transferor) to a different company (Transferee). Transferor shall provide us with a list of licenses to be transferred. Transferee shall sign a form of agreement "Transfer of ICONICS Licenses" to complete the transfer. Transfer of licenses within the same legal entity is permitted without prior written authorization; End User should provide notice to us of license transfers from site to site. For the detail, please consult our sales office.