InduSoft Web Studio v7.1

InduSoft FAQ

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InduSoft FAQ

GENERAL QUESTIONS 6
Q1. What is InduSoft? 6
Q2. How much time do users spend to learn InduSoft? 6
Q3. Can InduSoft project be developed in CE platform? 6
Q4. What are the advantages by using to build your SCADA system? 6
Q5. How to execute InduSoft project when PC boot on? 7
Q6. How to play Full Screen when running InduSoft? 7
Q7. How to supervise the InduSoft project through Web browser on PDA? 7
Q8. How to supervise a project by Web browser on other PCs without InduSoft installed (for InduSoft v6.1 or older version)? 7
Q9. Is there any reference book about InduSoft to help users learn it? 8
Q10. On Web Client ends, data on screen is not changed as Server ends? 8
Q11. How to adjust the update rate of web page on Web Client ends? 9
Q12. How to solve the warning message “VB Boolean” when executing the “Verify” function? 10
Q13. Where to find out the hottest news of InduSoft from ICP DAS? 11
Q14. How to use NTWebServer provided by InduSoft to publish a Web Server? 11
Q15. How to protect an InduSoft project? 12
Q16. How to know the total number of used tags in current project? 13
Q17. Users can not find “CEView Lite Plus” or “NTView Pro” (300 tags) option in Target System? 14
Q18. How to integrate SNMP protocol with InduSoft? 14
Q19. How to use InduSoft SMA function? 14
Q20. How to use Secure Viewer provided by InduSoft ? 14
Q21. Benefit of using VBScript in InduSoft? 15
Q22. Report function only saves integer value of a real tag? 15
Q23. Fail to insert data to database after add a new column? 15
Q24. How to do the calculation after filtering data from database with user defined condition? 15
Q25. The Data Source (ODBC) configuration dialog does not have ACCESS, EXCEL…etc. driver exits in Windows 7 64-bit version? 16
Q26. When an unexpected error occurred, what information should I provide to software vendor to detect the problem? 16
Q27. Can I monitor InduSoft by using iOS or Android devices? 17

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Q28. Failed to send mail using Hotmail, Yahoo, or Google SMTP server? 17
Q29. The browser showed 10061 error when browser InduSoft Web pages? 18
Q30. What are the max numbers of groups user can create in security folder? 18
QUESTION ABOUT INDUSOFT LICENSE 19
Q1. Is InduSoft KeyPro License upgradeable? 19
Q2. Can users upgrade InduSoft Runtime License on PAC or WinCon? 19
Q3. Can Users develop InduSoft project by 4000 InduSoft license (Operator WorkStation) and run it in the W-8x39 with 1500 InduSoft license (CEView Standard)? 19
Q4. How many kinds of license version in InduSoft? 19
Q5. What are the differences between development and runtime version of InduSoft Web Studio? 20
Q6. How to recovery the InduSoft License in the WinPAC, ViewPAC, XPAC, and WinCon? 20
Q7. InduSoft new version USB hardkey with black shell ? 20
Q8. How to check the license type and tag capability of a USB Hardkey? 21
Q9. When open InduSoft project, the error message “Maximum number of database points was exceeded” showed? 22
Q10. Can InduSoft version license be upgraded to higher version ? 23
PAC RELATED QUESTIONS 24
Q1. Does it need any other software when running InduSoft project in the PAC controllers? 24
Q2. How to update InduSoft version to the PAC controllers? 24
Q3. How to share data between ISaGRAF and InduSoft on the PAC or WinCon? 24
Q4. How to print the InduSoft screen when InduSoft runs on the PAC ? 24
Q5. How to increase the performance when run InduSoft project in PAC? 24
Q6. How to debug a project in PAC or WinCon controller from PC? 25
Q7. When execute a project in WinCon, CPU loading is full and start up screen doesn’t show? 25
Q8. Fail to access SQLCE3.5 on WinPAC? 26
QUESTIONS ABOUT COMMUNICATION 27
Q1. How to know what version of InduSoft DCON Driver? 27
Q2. The differences between DCON Driver v1.xx and v2.xx? 28
Q3. How to know if the devices work well? 28
Q4. How to enhance the communication speed when using DI and AI DCON modules from ICP DAS? 28
Q5. What are the set up procedures when communicate between Modbus devices and Modbus driver? 29

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Q6. How to reduce the communication time using MOTCP and MODBU drivers? 32
Q7. How to use more than two DCON drivers in the same project? 33
Q8. Can I purchase additional number of drivers? 34
Q9. How InduSoft integrates a CAN Bus network? 34
TREND AND ALARM QUESTIONS 35
Q1. How to transfer a Trend file from *.hst to *.txt? 35
Q2. The curves are not showed on History Trend? 35
Q3. Sometimes Trend history data lost on PAC? 35
Q4. How to print Alarm message once a row when Alarm happened? 35
Q5. How to set up the Alarms Hi/Lo Limit dynamically? 36
Q6. How to show milli-second of an Alarm activated time? 37
USING ACTIVEX 39
Q1. How to exchange data between InduSoft and 3rd party software? 39
Q2. How to send SMS (Short Message Service) in InduSoft? 39
Q3. How to register Active X object into InduSoft? 39
Q4. Can I build an ActiveX object and insert to InduSoft project? 40

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GENERAL QUESTIONS

Q1. What is InduSoft?

ANS:
InduSoft is a SCADA (Supervisory Control and Data Acquisition) software developed by InduSoft. It is a powerful collection of automation tools that include all the building blocks needed to develop human machine interfaces (HMIs), supervisory control and data acquisition (SCADA) systems, and embedded instrumentation and control applications.
There are two license version in InduSoft：
(1). Enginnering：Used to design HMI screen.
(2). Runtime：Used to Run HMI screen.
ICP DAS PAC series controller built in runtime version InduSoft and customer can download InduSoft project developed in the PC to the controller and run it.

Q2. How much time do users spend to learn InduSoft?

ANS:
According to our experience, many users just spend about one or two weeks to learn InduSoft by themselves and they all can do a good job. If they attend our free charge course for one day, they can quickly understand the functions of InduSoft. So InduSoft is not hard and easy to use for most people. Except free basic course, we also provide professional course to let users be able to learn more functions of InduSoft and how to combine ICPDAS I/O modules with InduSoft smoothly.

Q3. Can InduSoft project be developed in CE platform?

ANS:
No, it cannot. InduSoft project can only be developed in NT platform (like NT/2000/XP/Server 2003/Vista/Win7/Win8) not for Win98 or CE platform.

Q4. What are the advantages by using to build your SCADA system?

ANS:
(1). When users use Indusoft to develop their project, they can finish it easily and quickly without any program capability.
(2). ICP DAS I/O modules Driver has been built in InduSoft. Therefore, users can control I/O modules in InduSoft quickly by setting the driver form without any coding.

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(3). ICPDAS has worked in InduSoft for many years, so when users encounter any problem in InduSoft, we can provide the demo and service adequately. It will let users complete their project quickly and satisfyingly.
(4). In embedded system aspect, ICP DAS has integrated InduSoft to WinCE platform embedded controller (ICP DAS PAC Series controllers). Therefore, after users complete their InduSoft project in PC, they can download it to the WinPAC / ViewPAC or XPAC controllers and run it directly. It provides users to develop their embedded SCADA controller quickly.

Q5. How to execute InduSoft project when PC boot on?

ANS:
Just copy "C:\Program Files (x86)\InduSoft Web Studio v7.1\Bin**RunStartUp.exe**" to the path Startup Path (Ex: C:\Users\USERNAME\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup).

Q6. How to play Full Screen when running InduSoft?

ANS:
In the accessories of InduSoft screen editor, change the Size values of Width and Height the same with your windows resolution.

Q7. How to supervise the InduSoft project through Web browser on PDA?

ANS:
(1). Users should have three files - REGSVRCE.EXE、IndHTTP.dll、ISSymbolCE.ocx that are related to the CPU Type of PDA.
(2). Copy these file to the PDA and execute "REGSVRCE.EXE". Then input the name：ISSymbolCE.ocx to register ISSymbolCE.ocx to the PDA.
(3). Open browser and input the InduSoft web page path. Then users can see the InduSoft screen in the browser.

Q8. How to supervise a project by Web browser on other PCs without InduSoft installed (for InduSoft v6.1 or older version)?

ANS:
(1). Download
http://www.icpdas.com/products/Software/InduSoft/downloads/indusoft/ThinClient

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Setup71.zip

(2). Decompress it and execute **ThinClientSetup.exe**. It will install the necessary files in users' PCs automatically.

(3). Open the IE browser and type the InduSoft web page path and it will show the InduSoft screen in the browser.

Caution:

(1) After InduSoft v6.1 SP4, Web client is no longer capable to run on Window 98/Me platform.

Q9. Is there any reference book about InduSoft to help users learn it?

ANS:

Yes, there is. ICPDAS publishes a reference book to help users able to learn InduSoft quicker and apply it in users' control projects. It is written in Chinese and its name is 『圖形監控系統設計實務』. In the first half of this book, it explains how to use the functions provided by InduSoft SCADA software by using demos. In the later half, it provides many demos that describe how to communicate with ICPDAS I/O modules and how to combine with ICPDAS embedded controller – WinCon8000 by using InduSoft. I believe that after users study it, they can build their embedded control project quickly and conveniently. Now many companies have adopted InduSoft to develop their embedded system controller with WinCon-8000 and these applications include factory automation, temperature or water level measure and motor rotating speed control etc.

Q10. On Web Client ends, data on screen is not changed as Server ends?

ANS:

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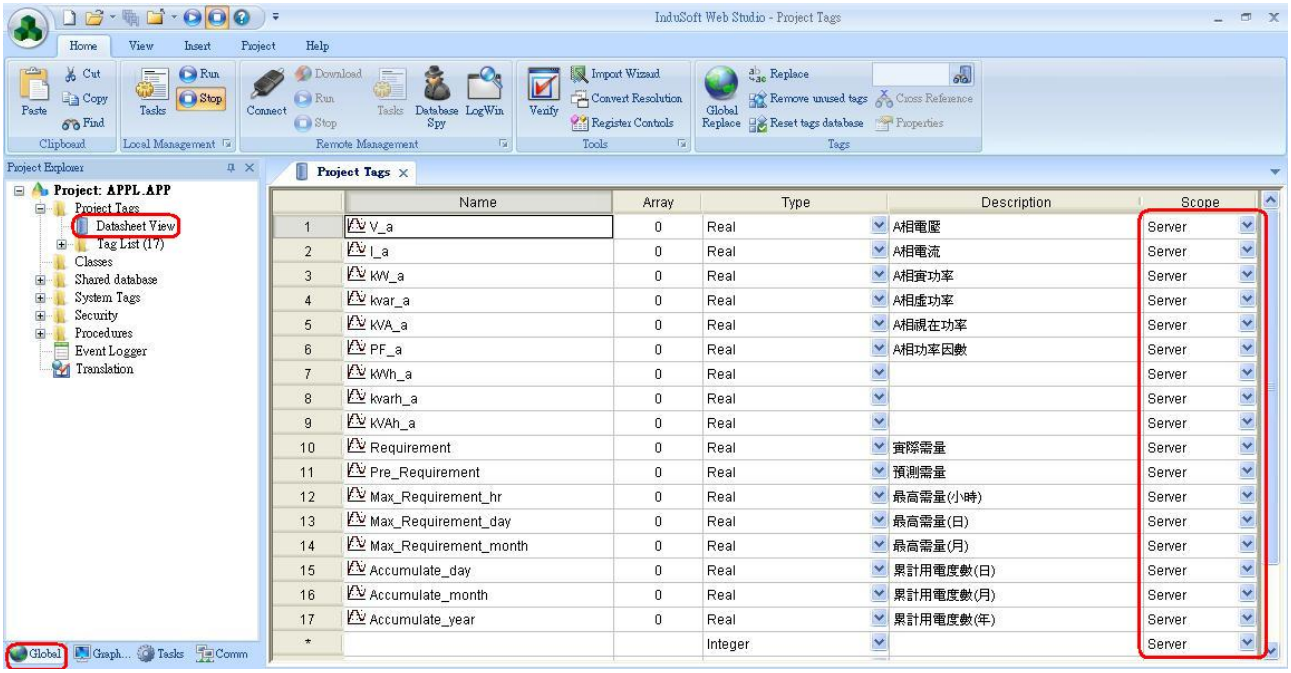
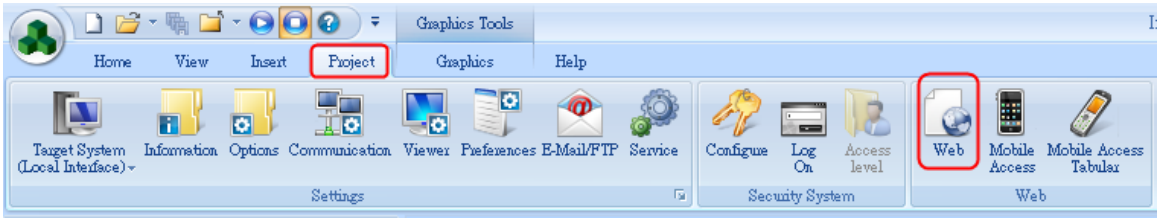
On Datasheet view sheet, make sure the “Scope” field of Project Tags is set to “**Server**” not “**Local**”. If it is “Server” option, then data will be upgraded at the same time on both Server and Client ends. After modification, execute **Verify** function, and then execute "**Save all As HTML**" again.



Q11. How to adjust the update rate of web page on Web Client ends?

ANS:

Click “Project” option and then click “Web” item and it will open the Web setting screen. Please modify the value of “Send Period (ms)” field for the web client update period.



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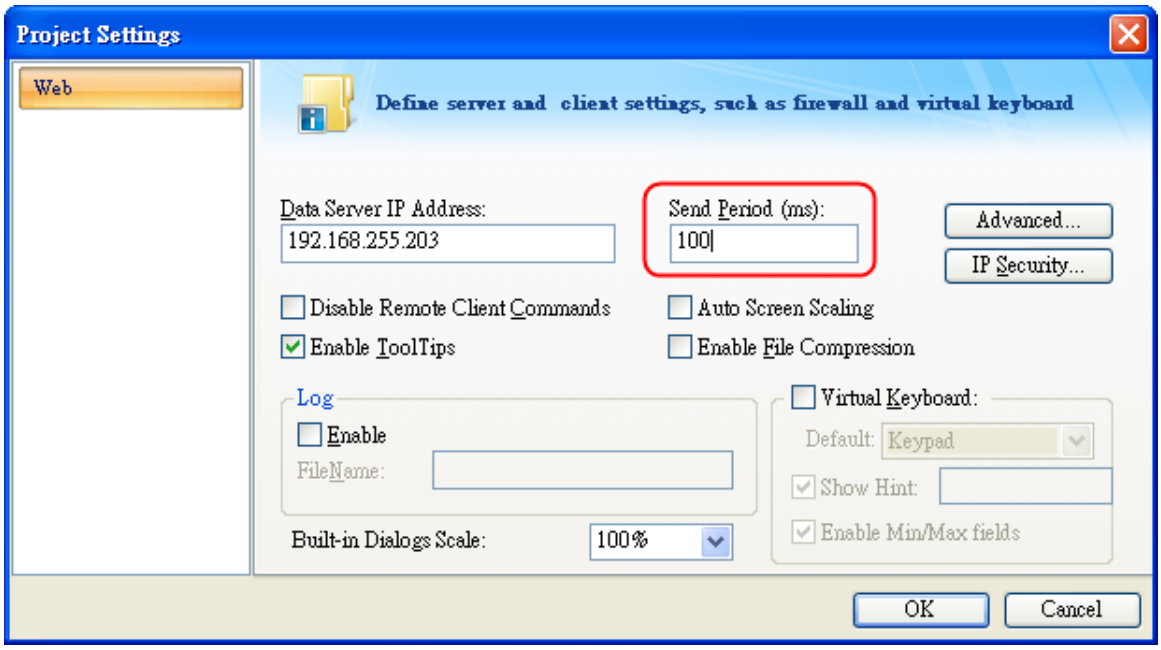
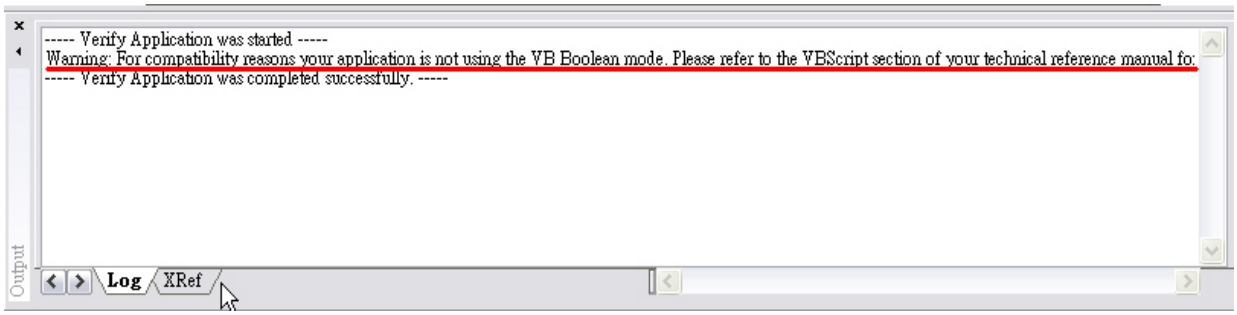


Q12. How to solve the warning message "VB Boolean" when executing the "Verify" function?

ANS:

The warning message showed as below.



Solution: Open project *.app by text editor (Notepad, WordPad…etc.). Add description lists below to resolve the problem.

[Script]

VBBoolean=1

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```
10 [Options]
11 EnableTranslate=1
12 TranslationFile=C:\DOCUMENTS AND SETTI
13 IgnoreSpaceTranslate=1
14 KeepOriginalTranslate=1
15 UniSoftVersion=6.1
16 ServicePack=4
17 BuildNumber=1042
18 BooleanTrueAboveZero=0
19 OpenIncWidthHeight=0
20 KeyboardLanguage=EN
21 [Script]
22 VBBoolean=1
23 [OPC]
24 ExpandTag=1
25 [TCPIPFields]
26 Count=2
27 FieldName0=Quality
28 FieldName1=Timestamp
29 FieldStatus0=1
30 FieldStatus1=1
```

Q13. Where to find out the hottest news of InduSoft from ICP DAS?

ANS:

(1) The hottest and most important news is posted in http://www.icpdas.com/products/Software/InduSoft/News.html

(2) http://www.icpdas.com/products/Software/InduSoft/indusoft.htm is InduSoft webpage provided by ICP DAS. (Including all kinds of free documents / Demos / tools etc.)。

Q14. How to use NTWebServer provided by InduSoft to publish a Web Server?

ANS:

Copy "**C:\Program Files\InduSoft Web Studio v7.1\Bin\NTWebServer.exe**" file to "**Web**" folder of user's InduSoft project (ex: D:\Current_Project\Web\) and execute the NTWebServer.exe. If message shows "**…..Listening…**", it means that the web server starts successfully. If shows "**Listening Fail**", then user has to stop **World Wide Web Publishing** service provided by Windows from **Start → Control Panel → Administration Tools → Service**. The NTWebServer.exe should remain open to keep server alive.

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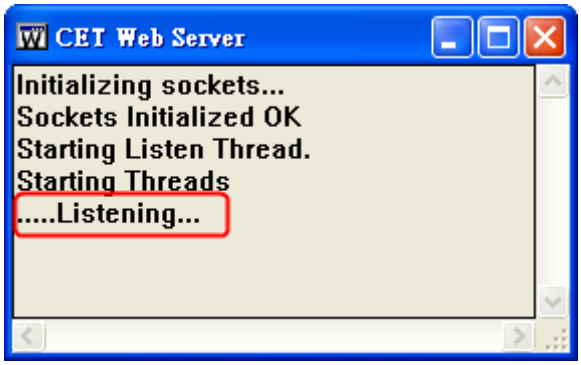
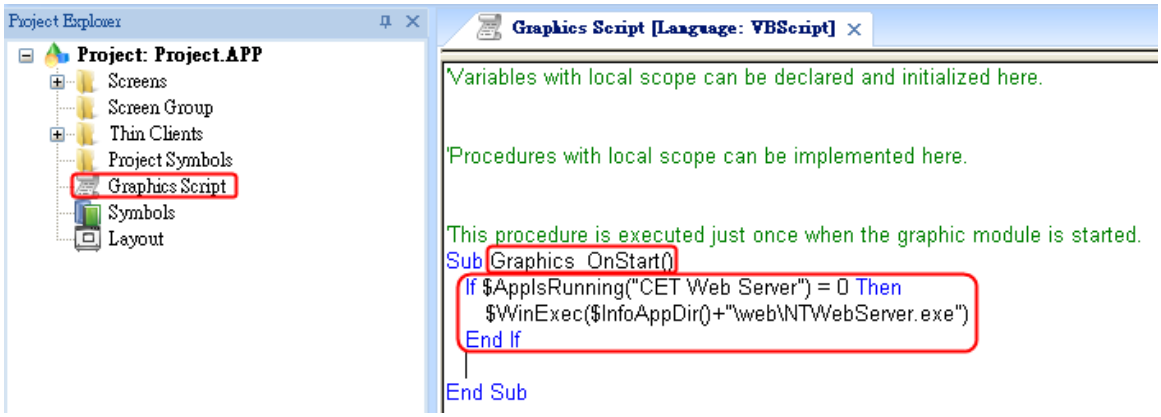


If users want to run “NTWebServer” automatically when InduSoft starts, please refer to the below method.



Q15. How to protect an InduSoft project?

ANS:

After users edit the **Math** or **VBScript** files, there will be two kinds of file produced in the “**Config**” folder of the indusoft project and they are Source and Binary files separately like the below figure.

	< Math >	< VBScript >
Source Code	MATH001.MAT (*.MAT)	SCRIPT0001.IS (*.is)
Binary	math001.mac (*.mac)	script0001.isc (*.isc)

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Please follow the steps to protect the **Math** and **VBScript** forms：

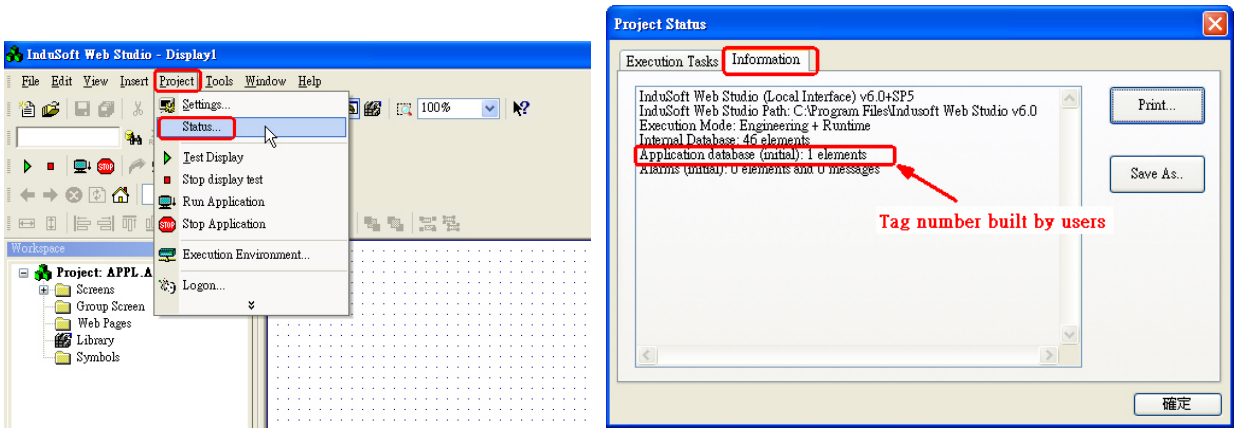
(1) After users complete the indusoft project, delete all the source files (like ***.mat** and ***.is**) in the "**Config**" folder of indusoft project and retain the binary files (like ***.mac** and ***.isc**). Then the indusoft project can still run well and Math and VBScript forms will not show in the indusoft development environment.

(2) If users want to modify the Math or VBScript forms again, please copy the original files to "**Config**" folder of indusoft project. After modification, **run indusoft again** to make sure all the function well and then repeat step 1 to protect your Indusoft project.

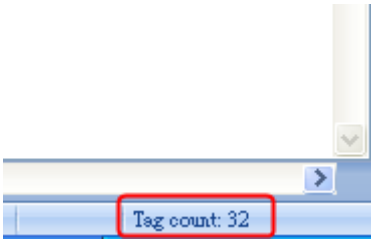
Q16. How to know the total number of used tags in current project?

ANS:

(1) For v6.1, please click on **Project → Status…** to open the Project Status dialog and choose the information.



(2) For v7.0 or newer, please see the "Tag count" value in the lower right corner of InduSoft development tool.



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Q17. Users can not find “CEView Lite Plus” or “NTView Pro” (300 tags) option in Target System?

ANS:
If users download InduSoft application from InduSoft official site, it has no such options. Users can download InduSoft Web Studio v7.1 and the problem will be solved after reinstall the InduSoft application.

Q18. How to integrate SNMP protocol with InduSoft?

ANS:
In InduSoft v7.1, “**SNMPGet**“ and “**SNMPSet**“ functions are provided to get and set device information through SNMP protocol.

Q19. How to use InduSoft SMA function?

ANS:
Studio Mobile Access (SMA) enables your Studio application to send Alarms and Process information to cell phones, PDAs, and other mobile devices.
SMA is somewhat different from the traditional Thin Client solution, however. When you create your Studio application for an operator interface, you do not want to worry about details like creating additional screens that would fit on a cell phone. SMA takes care of these details and provides an easy-to-use interface for getting alarm notifications and tag values on almost any mobile device.
(1) InduSoft v6.1 just supports “TEXT” interface.
(2) InduSoft v7.1 with Mobile Access function (Support HTML5) and supports “GRAPHICAl” interface.

Q20. How to use Secure Viewer provided by InduSoft ?

ANS:
In some situations, you may not want to have a full-featured Web browser installed and running on a plant floor station. You can install the InduSoft Secure Viewer (**Viewer.exe**) as an alternative to the browser. This program provides the same functionality as a Web Thin Client without the unwanted features of a full browser. When you start the Secure Viewer, it immediately connects to the specified Web and Data Servers and loads the IWS application. No user direction is required.
Secure Viewer Manual Link：InduSoft Thin Client (Secure Viewer) User Manual
Secure Viewer Software Link：InduSoft Thin Client (Secure Viewer) v7.1

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Q21. Benefit of using VBScript in InduSoft?

ANS:
InduSoft added a new Interface of VBScript from v6.1, so that users can use integrate VBScript function to InduSoft. Therefore, InduSoft becomes more flexible in managing process. Besides, the variables declared in VBScript interface would not be counted for the Tag used in license, so users can save certain number of tags used in some situations.
VBScript User Manual Link：InduSoft VBScript Reference Book

Q22. Report function only saves integer value of a real tag?

ANS:
InduSoft automatically ignores the decimal point of a float value when save data in Report function. To keep decimal point, simply change the format of text filled in Report worksheet. For example, there is a Real Tag name “TagReal” with value 12.3456. Change {TagReal} to {TagReal 2}, so report will save 12.34 instead of 12.

Q23. Fail to insert data to database after add a new column?

ANS:
The only limit that is imposed on the number of tags/columns to the external database query is the size of the resulting SQL query. The resulting query needs to be smaller than 1024 characters (In v7.1 + SP1 or newer, supports 2048 characters).

Q24. How to do the calculation after filtering data from database with user defined condition?

ANS:
There are many ways to achieve it. The simplest way is to use DBExecute() function provided by InduSoft. Users only need to configure the connection in Database/ERP folder, and then simply give a standard SQL command using DBExecute() function.
Ex**:**
DBExecute("MyDB", "SELECT SUM(column_name) FROM table_name WHERE column_name>50")

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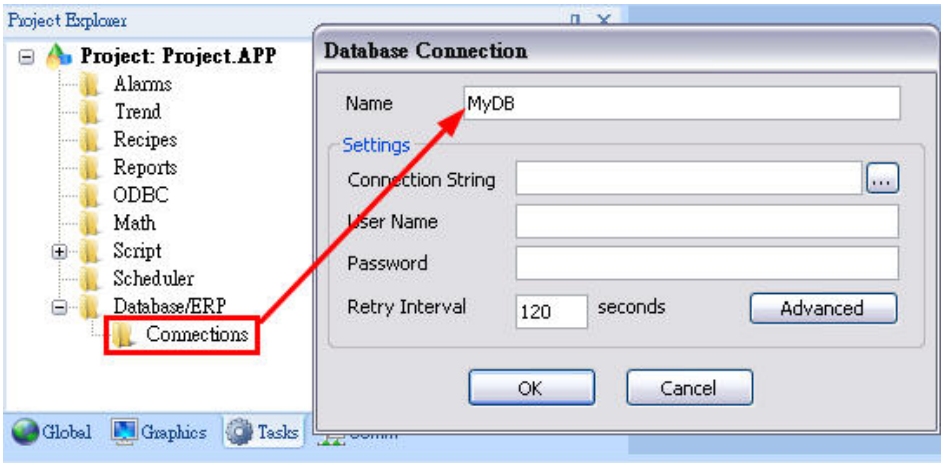


Q25. The Data Source (ODBC) configuration dialog does not have ACCESS, EXCEL…etc. driver exits in Windows 7 64-bit version?

ANS:

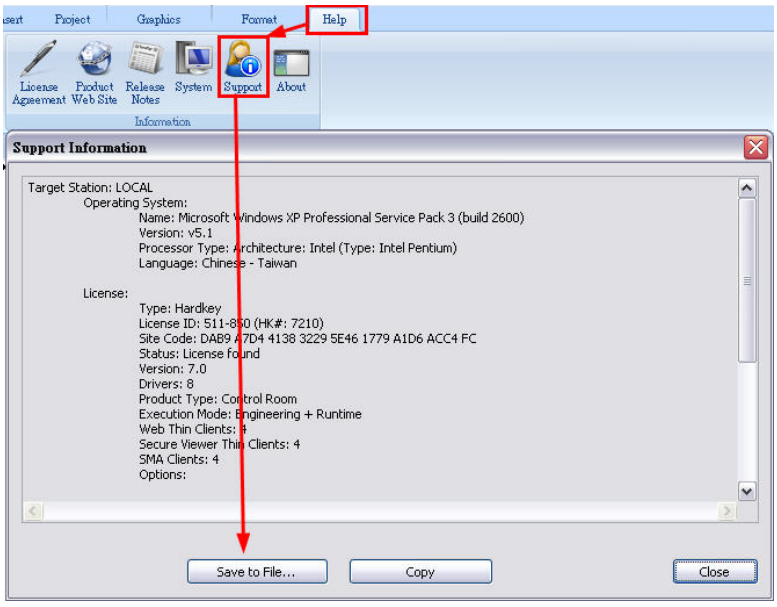
Execute C:\Windows\SysWOW64\odbcad.exe to configure the ODBC.

Q26. When an unexpected error occurred, what information should I provide to software vendor to detect the problem?

ANS:

If possible, please provide following information and files to us.

1. **Support Information:**
   The information can be found and saved from Help Tag → Support → Save to File….



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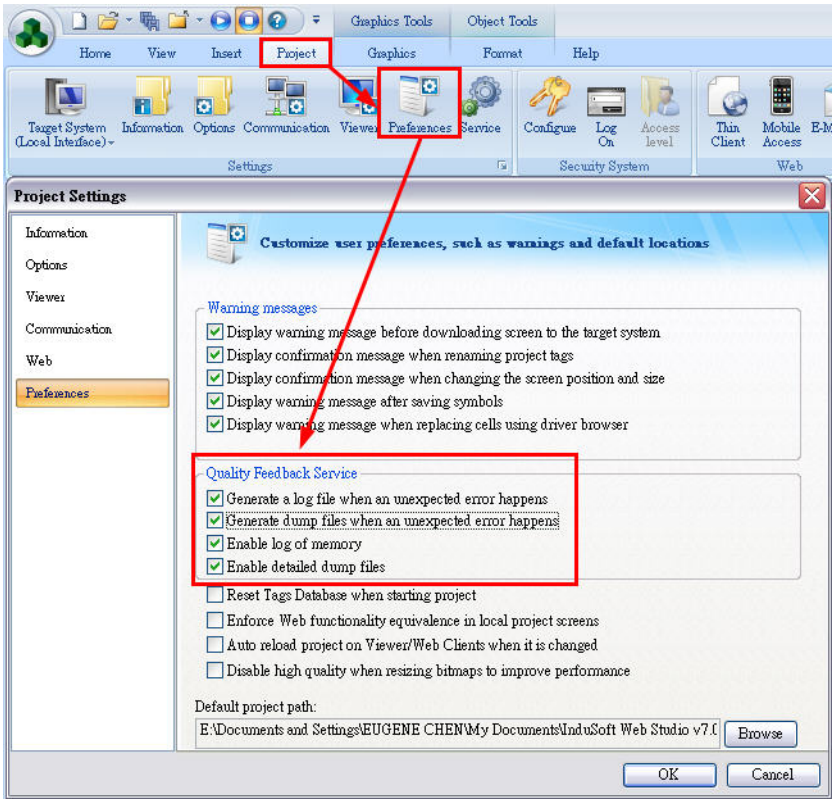
2. **Dump Files:**
   Check all check boxes in Project tag → Preference → Quality Feedback Service section. Run InduSoft project again. When the error occurred, InduSoft automatically generates Dump files itself in project folder (ex**:** \InduSoft_Project_Folder\Web\Dump). Send all files to us in dump folder.



Q27. Can I monitor InduSoft by using iOS or Android devices?

ANS:

There are many ways to achieve it. Please refer the following description.

1. Users can install VNC server on local machine which is running InduSoft. iOS or Android device can simply logon and monitor the system using VNC Client application.
2. Use RDP client to do the remote desktop connection.
3. InduSoft provides SMA function which published user defined tags as ASPX web pages automatically. Users simply logon to the page using browsers provide by iOS or Android device. There is no additional application require to install on device. To use SMA function, please refer to general question Q19.

Q28. Failed to send mail using Hotmail, Yahoo, or Google SMTP server?

ANS:

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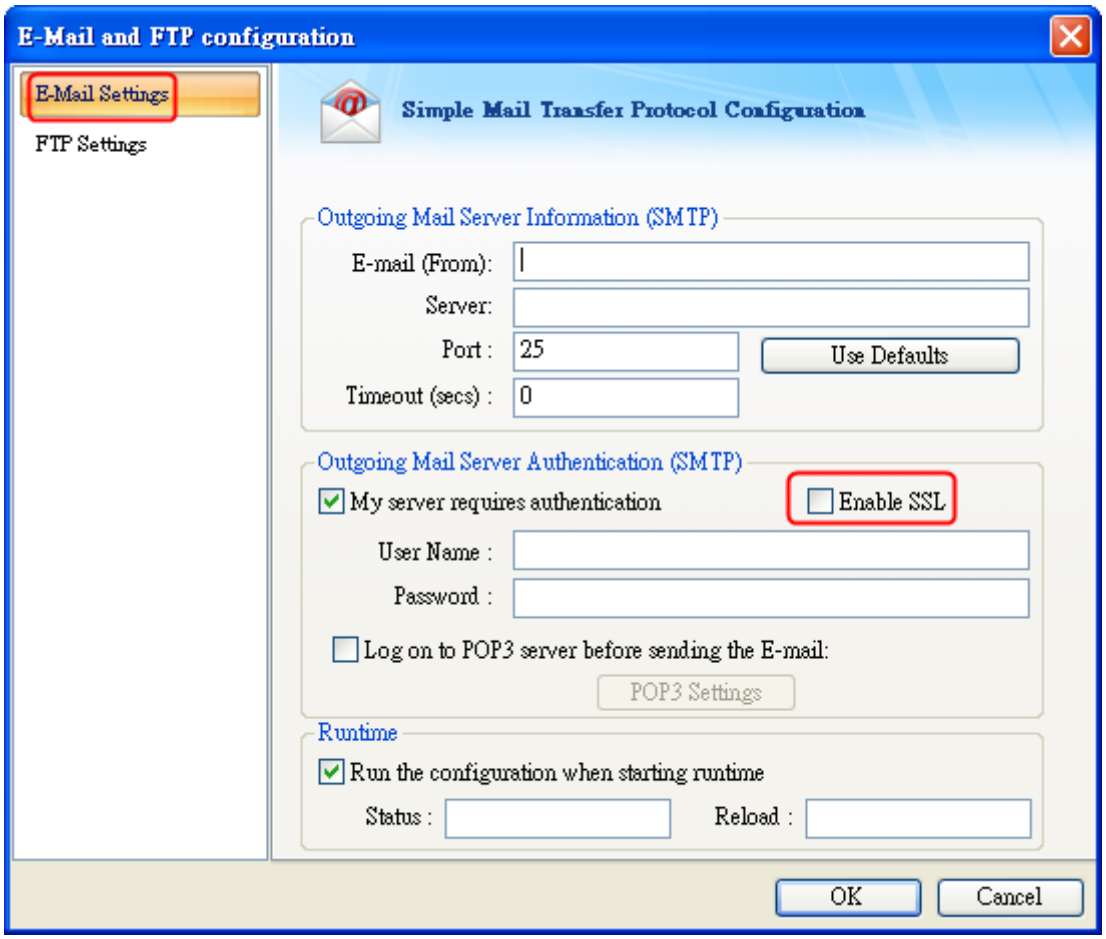
The Hotmial, Yahoo, or Google SMTP uses SSL to encrypt security information and the SSL function is supported in InduSoft v7.0 + SP1 or above version. Please check the item - "Enable SSL" in "E-Mail Setting" screen.



Q29. The browser showed 10061 error when browser InduSoft Web pages?

ANS:

Check if the firewall function is enabled.

(1) Stop the firewall function.

(2) The firewall function is enabled and allow the TCP port 1234 (default port for ISSymbol) communication.

(3) Using “telnet” command to check if the port 1234 can be accessed or not. (ex: telnet 192.168.0.111 1234)

Q30. What are the max numbers of groups user can create in security folder?

ANS:

Currently, there is no limitation of it.

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QUESTION ABOUT INDUSOFT LICENSE

Q1. Is InduSoft KeyPro License upgradeable?

ANS:
Yes, the license can be upgraded either on PC or PAC controllers. For upgrading process, please refer to the below document.
http://www.icpdas.com/products/Software/InduSoft/downloads/document/About_IWS_LIC.pdf

Q2. Can users upgrade InduSoft Runtime License on PAC or WinCon?

ANS:
Yes, the license can be upgraded either on PC or PAC controllers. For upgrading process, please refer to the below document .
http://www.icpdas.com/products/Software/InduSoft/downloads/document/About_IWS_LIC.pdf

Q3. Can Users develop InduSoft project by 4000 InduSoft license (Operator WorkStation) and run it in the W-8x39 with 1500 InduSoft license (CEView Standard)?

ANS:
Yes, but it depends on the condition. In the PAC controller with 1500 InduSoft license, the InduSoft project within 1500 tag number can run well. So users can develop any InduSoft project that contains less tag number than 1500 by 4000 InduSoft license in PC. If the InduSoft project that contains more tag number than 1500 and run in the PAC controller with 1500 InduSoft license, it will show the time limitation of running with two hours.

Q4. How many kinds of license version in InduSoft?

ANS:
There are totally six InduSoft license versions and they include 150 (1 Driver)、300 (3 Drivers)、1500 (3 Drivers)、4000 (5 Drivers)、64000 (8 Drivers)、512000 (Unlimited Drivers) tag number. Users can choose one of them depending on how many tag and driver number you need for your project. For Detail information, please refer to the below web page.

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http://www.icpdas.com/products/Software/InduSoft/indusoft.htm#order

Q5. What are the differences between development and runtime version of InduSoft Web Studio?

ANS:
They all include NT and CE version and described as follows：
(1) NT Development：Develop and Run InduSoft project for NT and CE platform.
(2) CE Development：Develop and Run InduSoft project for CE platform.
(3) NT Runtime ：Only Run InduSoft project for NT platform.
(4) CE Runtime ：Only Run InduSoft project for CE platform.

Note: InduSoft project can only be developed in NT platform (NT/2000/XP/7/8) not in Win98 or CE platform.

Q6. How to recovery the InduSoft License in the WinPAC, ViewPAC, XPAC, and WinCon?

ANS:
For recovering process, please refer to the document list below.
http://www.icpdas.com/products/Software/InduSoft/downloads/document/About_IWS_LIC.pdf

Q7. InduSoft new version USB hardkey with black shell ?

ANS:
(1) If users use InduSoft v6.1 SP2, SP3 or SP4 with new hardkey, the corresponding hardkey patch is required after installation of main program. The new hardkey will work correctly after the patch installed. Please download the patch file from http://www.icpdas.com/products/Software/InduSoft/indusoft_download.htm

(2) InduSoft v6.0 and InduSoft v6.1 cannot be installed on PC at the same time; otherwise, the new hardkeys cannot be detected by InduSoft. Please remove InduSoft v6.0 to resolve the problem.

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Old USB Hardkey

New USB Hardkey

Q8. How to check the license type and tag capability of a USB Hardkey?

ANS:

Please follow the steps listed below to check the license type of a hardkey.

(1) Insert Hardkey to PC.

(2) Execute **Start → Programs → InduSoft Web Studio v7.1 → Register** to open the "Protection Manager" dialog.

(3) Choose **Hardkey** and click on **Check** button. The dialog of Hardkey Settings opened.

[1] **Serial Number** : The serial number of the hardkey.

[2] **Version** : The highest InduSoft's version the hardkey supported.

[3] **Drivers** : The max number of drivers the hardkey supported.

[4] **Product Type** : License type the hardkey supported.

[5] **Execution Mode** : The execution mode the hardkey supported.

[6] **Web Thin Clients** : The max connection number of web client function.

[7] **Secure Viewers** : The max connection number of secure viewer function.

[8] **SMA Clients** : The max connection number of SMA function.

[9] **Options** : The other function the hardkey supported.

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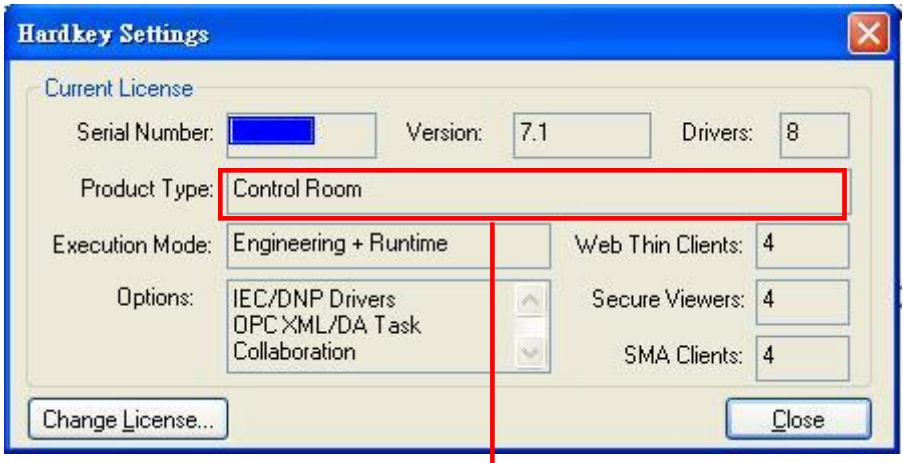
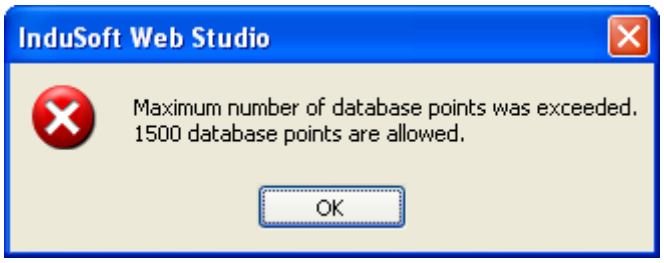


IWS Development Package for Windows This Package includes one development license and one runtime license, with support for 4 Web Thin Client, 1 Secrue Viewer Thin Client, and 1 SMA Thin Client concurrently connected to the runtime. InduSoft development can generate applications for Windows, Windows Embedded and Windows Embedded CE.	
InduSoft-NT512000D	Anvanced Server for Windows Development and Runtime (512,000 Tags and 32 Drivers)
InduSoft-NT64000D	Control Room for Windows Development and Runtime (64,000 Tags and 8 Drivers)
InduSoft-NT32000D	Control Room Lite for Windows Development and Runtime (32,000 Tags and 5 Drivers) -- **for v7.0 or higher version**
InduSoft-NT16000D	Operator Workstation Plus for Windows Development and Runtime (16,000 Tags and 5 Drivers) -- **for v7.0 or higher version**
InduSoft-NT4000D	Operator Workstation for Windows Development and Runtime (4,000 Tags and 5 Drivers)
InduSoft-NT1500D	Local Interface for Windows Development and Runtime (1,500 Tags and 3 Drivers)
InduSoft-NT300D	NTView PRO for Windows Development and Runtime (300 Tags and 3 Drivers)

Q9. When open InduSoft project, the error message "Maximum number of database points was exceeded" showed?

ANS:



Please refer to **QUESTION ABOUT INDUSOFT LICENSE -> Q8** to check the total number of tags used in project. Also check the current setting of Target system from **Project → Settings → Options tab→ Target system**. If the number of tags used higher than tag capability of target system, please adjust the target system or reduce the tag used to solve the problem.

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Q10. Can InduSoft version license be upgraded to higher version ?

ANS:

Yes, it can.

[For v6.1 License upgrade]

Users can do the free license upgrading from v6.1 to v7.0 if purchased license from ICP DAS Co., Ltd. after 2010/03/01. The deadline of the plan is 2012/10/31. License bought before 2010/03/01 is not qualified for the new plan.

[For v7.0 License upgrade]

Users can do the free license upgrading from v7.0 to v7.1 if purchased license from ICP DAS Co., Ltd. after 2012/01/01. The deadline of the plan is 2013/06/29. License bought before 2012/01/01 is not qualified for the new plan.

The detailed refers to http://www.icpdas.com/products/Software/InduSoft/News.html

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PAC RELATED QUESTIONS

Q1. Does it need any other software when running InduSoft project in the PAC controllers?

ANS:
No, it doesn't. Users just download the InduSoft project to the PAC controller and run it directly.

Q2. How to update InduSoft version to the PAC controllers?

ANS:
(1) For WinCon:
http://www.icpdas.com/products/Software/InduSoft/downloads/icpdas/Runtime_InduSoft_v61_WinCon.rar. Decompress the download file and it will produce a folder – InduSoft. Copy it to the path "\CompactFlash\".

(2) For WinPAC:
http://www.icpdas.com/products/Software/InduSoft/downloads/icpdas/Runtime_InduSoft_v7.1_WinPAC.rar. Decompress the download file and it will produce a folder – InduSoft. Copy it to the path "\Micro_SD\" (WinPAC) or "\SystemDisk\" (XPAC) to replace the original one.

Q3. How to share data between ISaGRAF and InduSoft on the PAC or WinCon?

ANS:
By using MB/TCP communication with IP address 127.0.0.1 to achieve it.

Q4. How to print the InduSoft screen when InduSoft runs on the PAC ?

ANS:
(1). Users need to set the print function on the PAC first.
(2). Execute /CompactFlash/Indusoft/CEServer.exe to run InduSoft project and then click File/Print item and it will print the current InduSoft screen.

Q5. How to increase the performance when run InduSoft project in PAC?

ANS:

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The below lists will affect the PAC runtime performance.
(1). Mathematical Calculations: **MATH**, **Script**, **Schedule folder**, and **On While** function on screen Attribute.
(2). Hardware Communications: Driver, **OPC**, **DDE**, and **TCP/IP** folder.
(3). Data Saved in CF card: Recipe, Report, Trend, and Alarm data.
The frequency of using functions lists above is the slower the better. For example, in Math sheet, users may change execution column to execute sheet every second. For some less importance sheet, lower its frequency to improve PAC performance is highly recommended.
(4). Increase runtime memory in PAC.

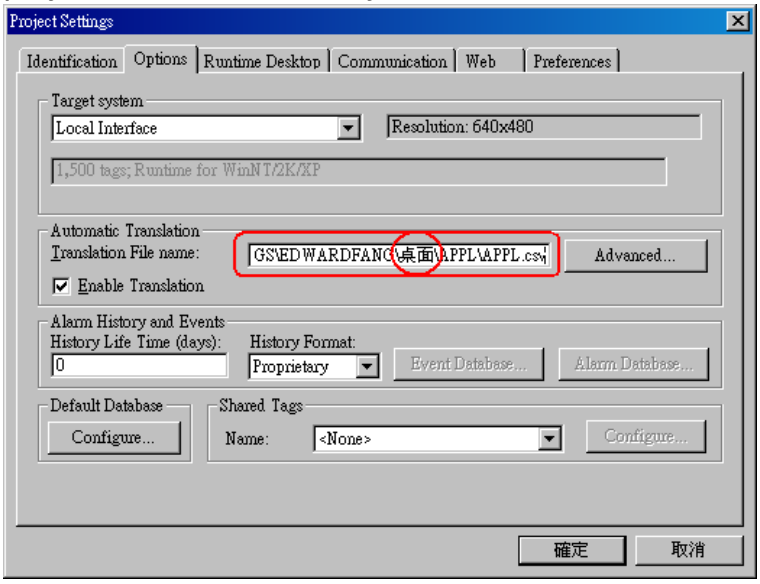
Q6. How to debug a project in PAC or WinCon controller from PC?

ANS:
In http://www.icpdas.com/products/Software/InduSoft/indusoft_manuals.htm and download Debug PAC from Remote PC document.

Q7. When execute a project in WinCon, CPU loading is full and start up screen doesn't show?

ANS:
In InduSoft v6.1 SP4, the Translation File path cannot contain Chinese characters. Please follow steps listed below to solve the problem.

(1) Please check if Project path contains Chinese characters. If yes, please move project folder to a directory without Chinese characters.



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(2) Open InduSoft project, and check Translation File name column from **Project → Settings → Options tab**. If project is not using Translation file, user can simply delete the whole path. If using Translation file, please make sure the file path has no Chinese characters.
(3) For PC users, project should run appropriate after project close and open again.
For Windows CE (WinCon/ WinPAC) users, please delete the project from controllers, and then download the project again.

Q8. Fail to access SQLCE3.5 on WinPAC?

ANS:
SQLCE3.5 only supported by InduSoft v6.1 SP6 and later version. Please update the InduSoft Rumtime folder of WinPAC to v6.1 SP6. To update the runtime folder, please refer to **PAC RELATED QUESTIONS -> Q2**

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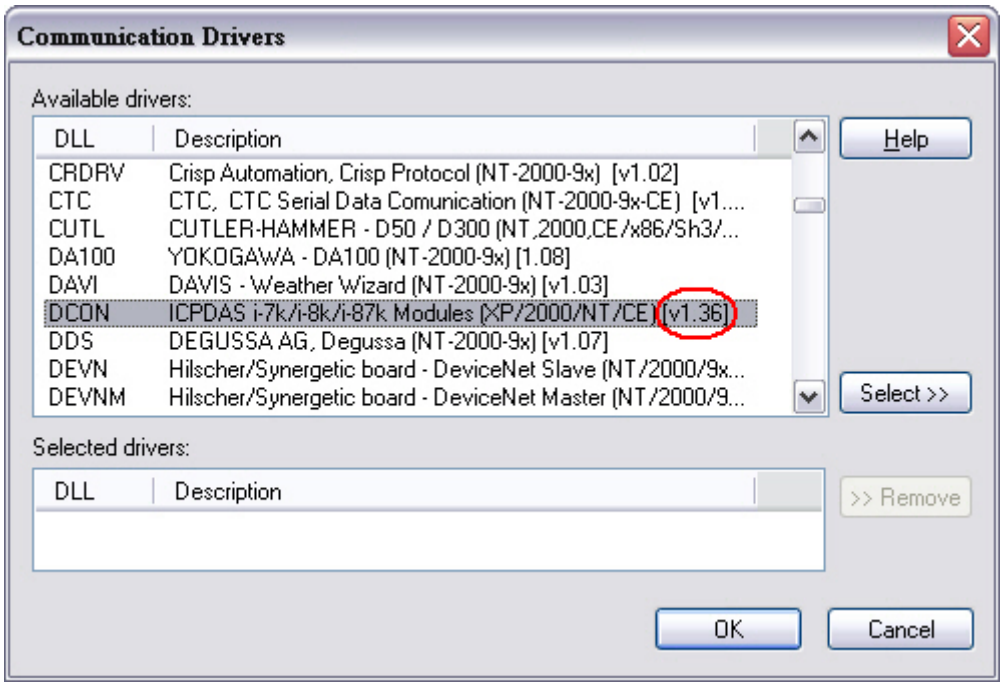
QUESTIONS ABOUT COMMUNICATION

Q1. How to know what version of InduSoft DCON Driver?

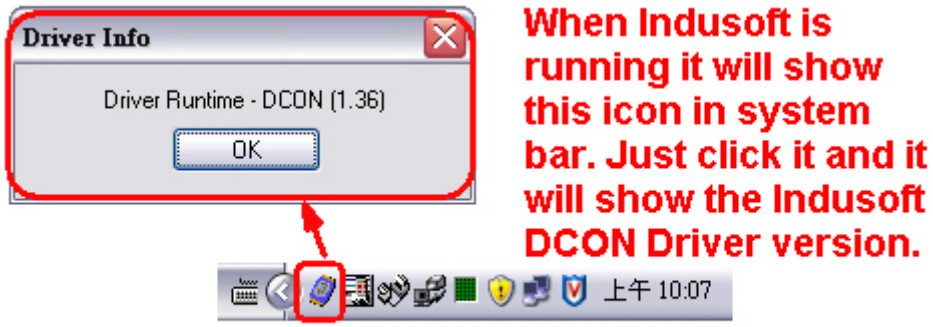
ANS:

[Development Stage]



(InduSoft developing environment)

[Development Stage]



When Indusoft is running it will show this icon in system bar. Just click it and it will show the Indusoft DCON Driver version.

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Q2. The differences between DCON Driver v1.xx and v2.xx?

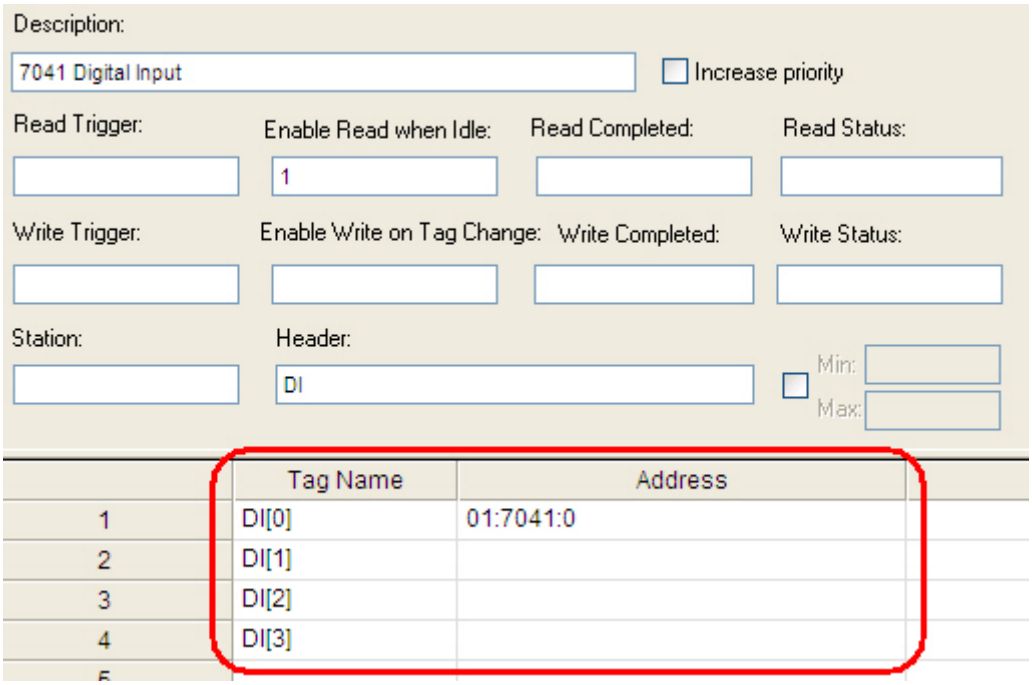
ANS:
The DCON Driver v1.4x defines modules by its IDs (ex: 8017, 7055…etc.). DCON Driver v2.0x defines modules by its Input and Output total channels.

Q3. How to know if the devices work well?

ANS:
Using "**Tag->quality**" method to achieve the function. For example：Add a new tag – AI and connect it to the device via InduSoft driver form. Using "AI->quality" method, it will return a value and you can know if the devices work well by it. If the return value is **192**, it means the communication is ok. If the return value is **0**, it means the communication is not ok.

Q4. How to enhance the communication speed when using DI and AI DCON modules from ICP DAS?

ANS:
For example:
When using 7041 DI module in InduSoft, users just need to fill the first field of address in DCON Driver Form and other address fields are all blank. Then the continuous channel values will be acquired to the corresponding tag. Like below figure showed, the DI[0] to DI[3] tags will receive the data value from channel 0 to channel 3 of 7041.



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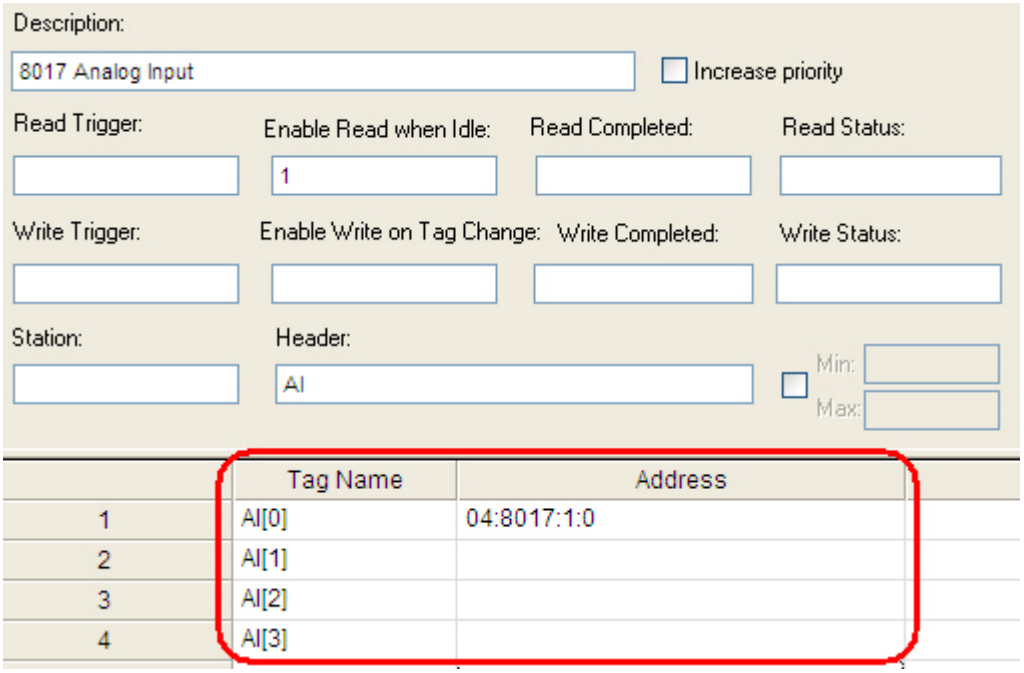
When using AI modules, the settings are all the same. Like below figure showed, the AI[0] to AI[3] tags will receive the data value from channel 0 to channel 3 of 8017.



Q5. What are the set up procedures when communicate between Modbus devices and Modbus driver?

ANS:
Please follow the steps below to accomplish the goal.

The Communication Example：

Presume Modbus address is **40050 ~ 40053 (4 WORD)**.
Address 40050 = 100, 40051 = 200, 40052 =300, and 40053 = 400.

STEP 1 ：

Test communication status between InduSoft and device by using Modbus Utility provided by ICP DAS. Before move to next step, we highly recommend users to test until retrieve correct respond from device. Please record the correct command (send and response).

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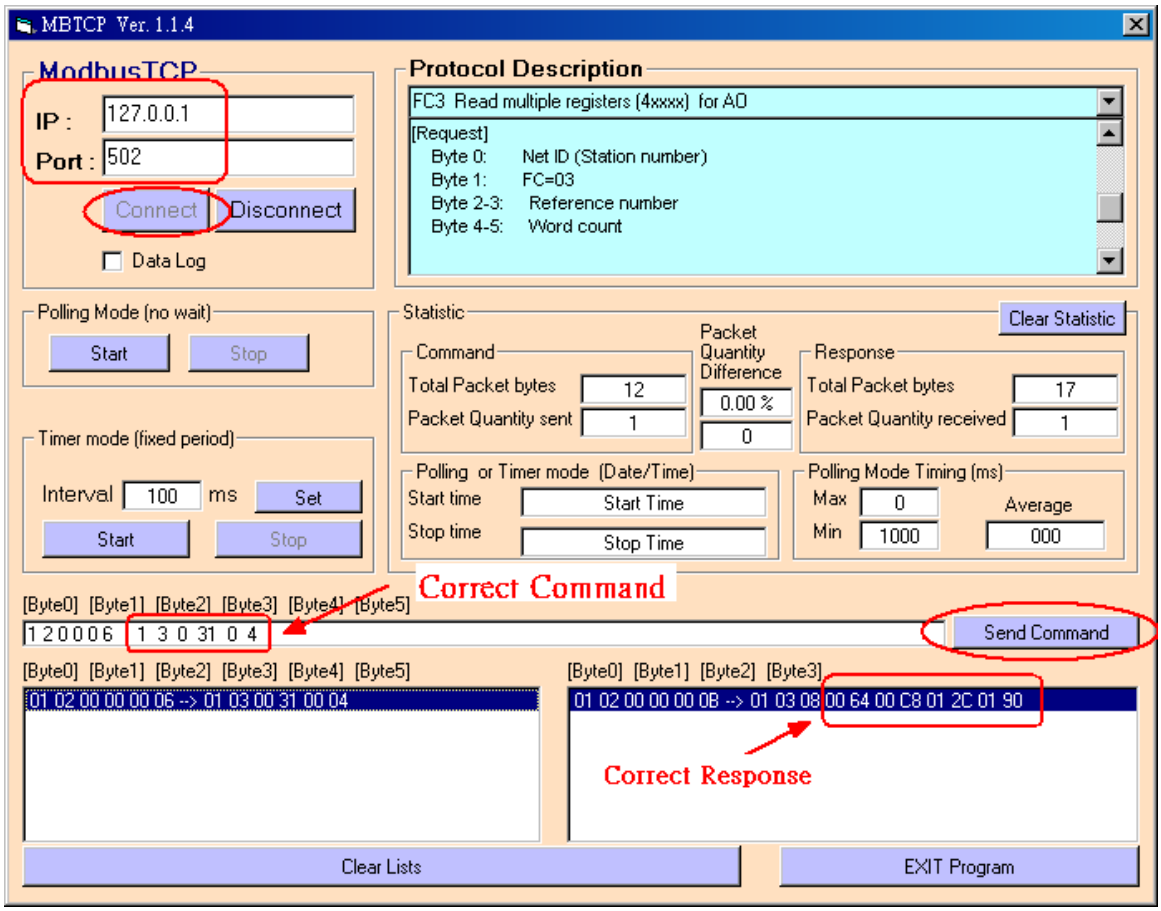

STEP 2 :

Communicate with Modbus device by using Modbus Driver in InduSoft.

(1) Add Modbus driver in InduSoft project.

(2) Set up the driver sheet.

(3) Choose Log tab on Output windows in InduSoft.

(4) Right click the mouse on Output windows, and then choose settings to open Log Settings dialog.

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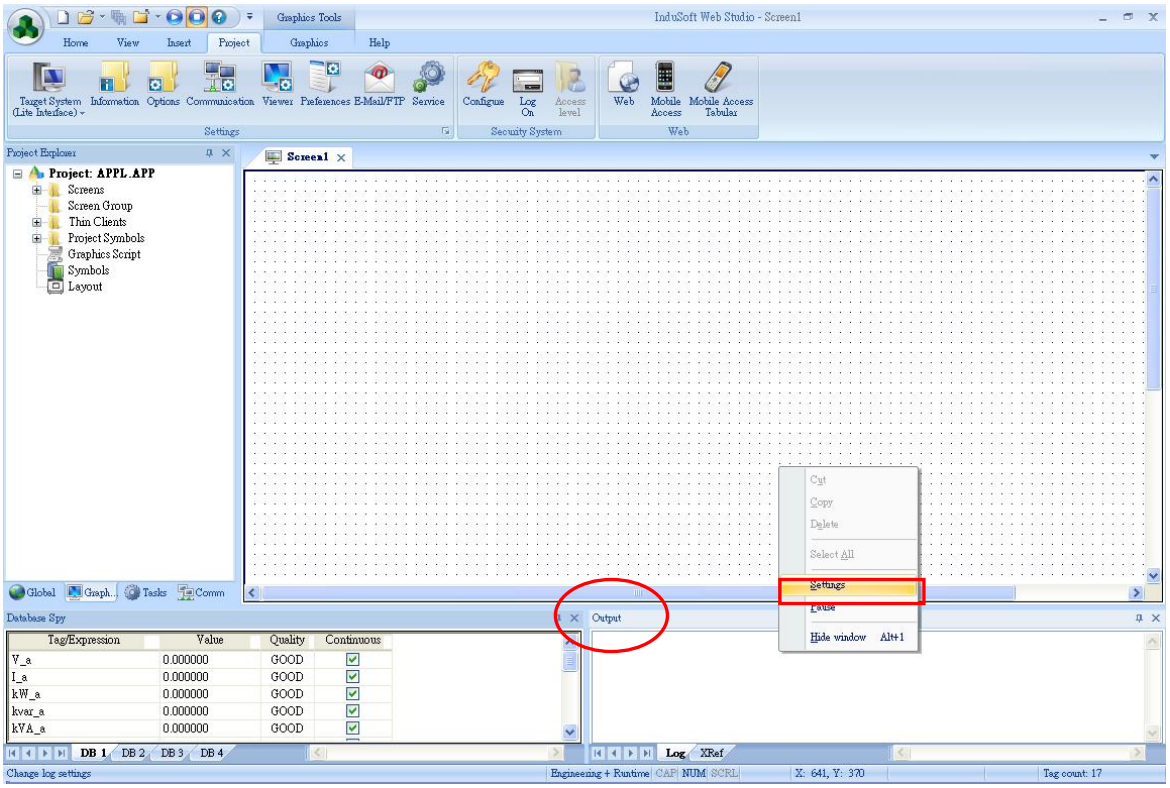
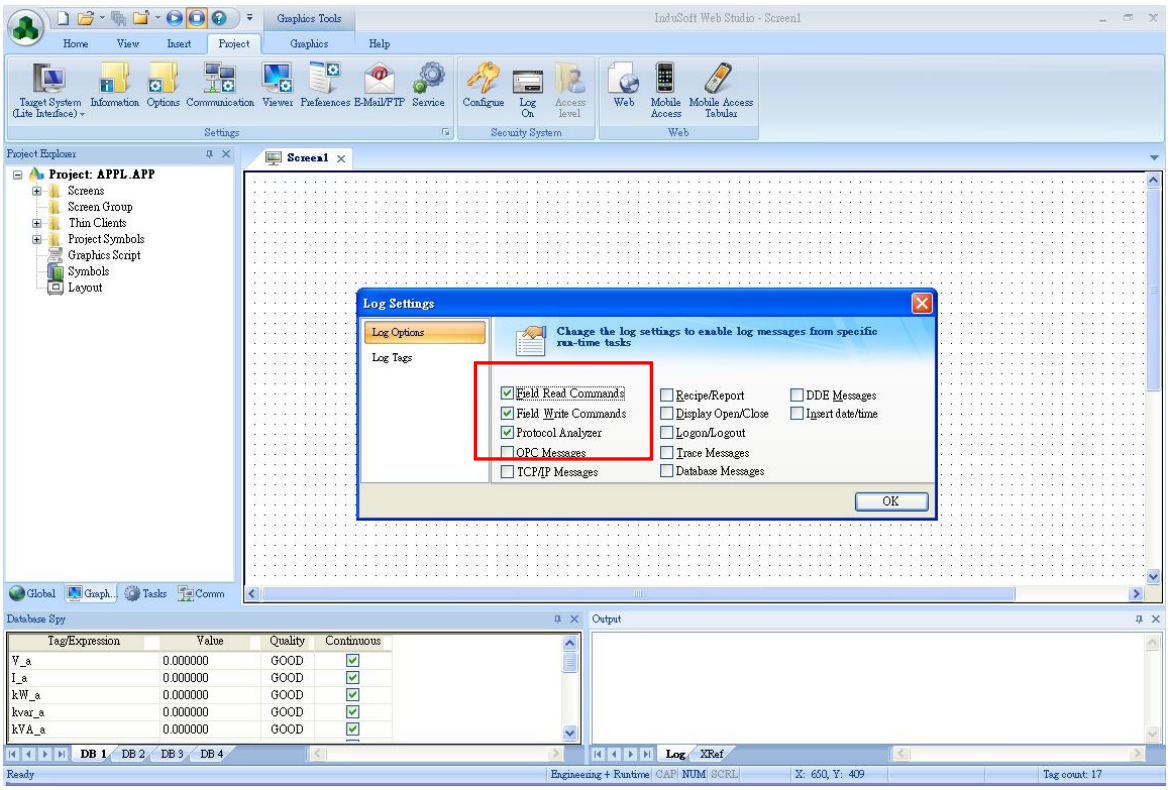


(5) Check "**Field Read Commands**", "**Field Write Commands**", and "**Protocol Analyzer**".



(6) Run the project, and the Output windows should show the commands same as

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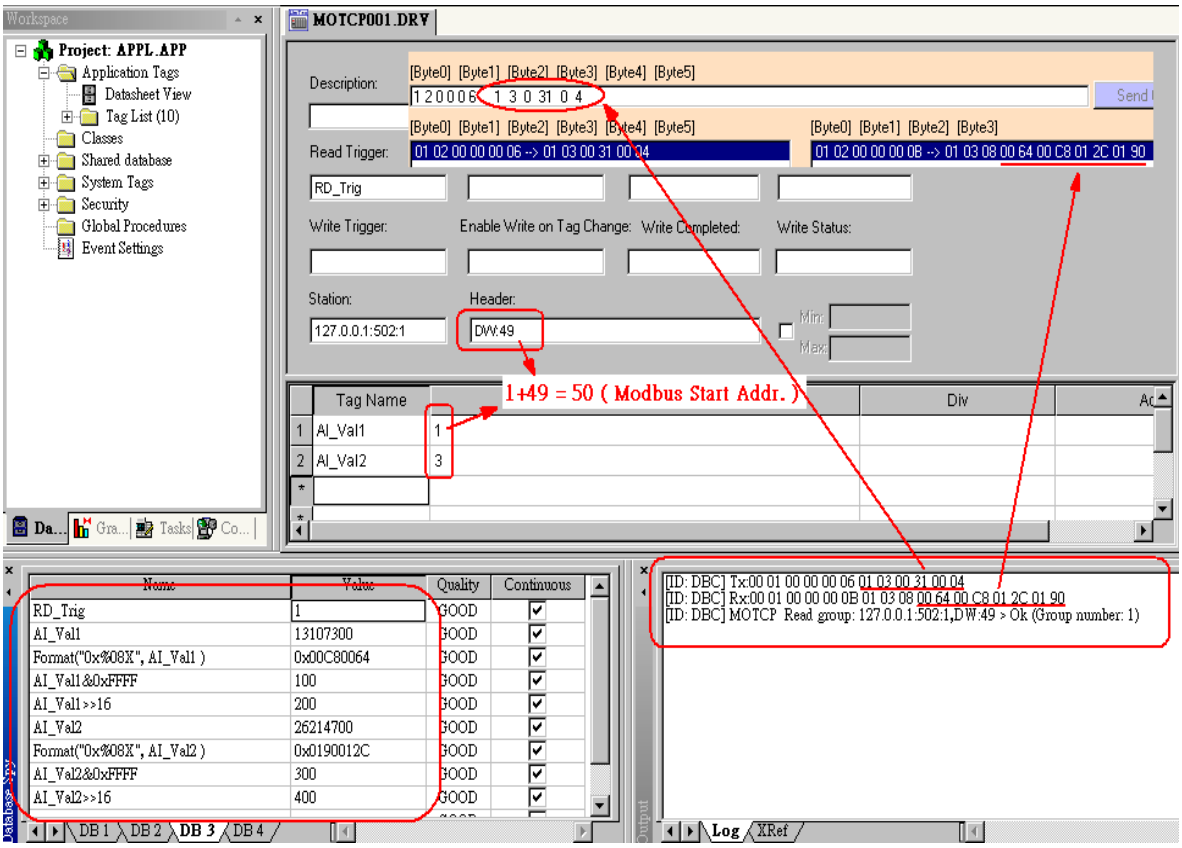
recorded commands if set up successfully.



Note: Each Modbus Driver sheet can only accept data length of 128 Bytes (count from the smallest address).

Q6. How to reduce the communication time using MOTCP and MODBU drivers?

ANS:

The more devices or data on a network the longer communication it takes. To improve the performance, please refer to steps below.

MODBU:

Adjust the Baudrate of devices

Communicate with devices with multi-ports instead of single port

MOTCP:

Modify the Simultaneous Requests setting in Advanced Dialog of Driver Setting dialog. It will allow InduSoft to use more than one thread to communicate with devices. It will increase CPU loading of a station. Please adjust the number of requests depending on station's performance.

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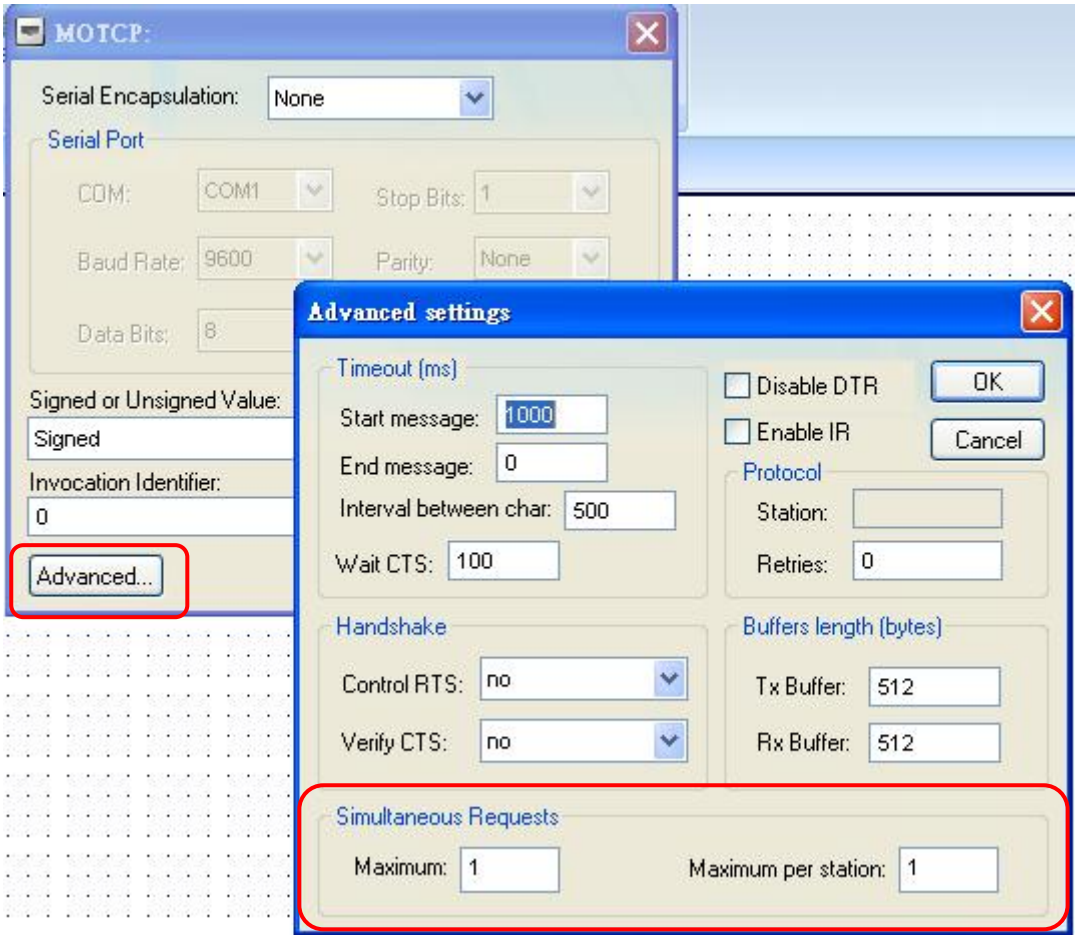

Q7. How to use more than two DCON drivers in the same project?

ANS:

If users want to use more than 2 DCON drivers either on PC or WinCon, please follow steps listed below.

For PC:

Duplicate **DCON.dll**, **DCON.ini**, and **DCON.msg** to **DCONA.dll**, **DCONA.ini**, and **DCONA.msg** in **C:\Program Files\InduSoft Web Studio v6.1\Drv**. After files duplicated, users can add DCONA driver from Communication Drivers' dialog.

For Windows CE (PAC Controller):

Same procedures as PC. The only difference is driver directory. Please duplicate files in **\CompactFlash\InduSoft\Drv (For WinCon)** or **\System_Disk\InduSoft\Drv (For WinPAC)**.

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Note :

(1) The duplicated file name cannot contains more than 5 characters, and also the fifth character cannot be numeric. We recommend the way we named the files in earlier description.

(2) Each driver has to have its own COM Port number.

(3) To use on WinCon or WinPAC, please duplicate files and configure drivers on both PC and WinCon/WinPAC.

(4) The same method is working for other drivers (like Modbus driver) as well.

Q8. Can I purchase additional number of drivers?

ANS:

Different license version has different number of drivers that user can imply to project. Instead of upgrading license to higher version in order to get more number of drivers to use, user can simply purchase additional number of drivers with current license version.

Q9. How InduSoft integrates a CAN Bus network?

ANS:

The answer is positive. ICP DAS has released InduSoft CAN Bus Bundle Driver – IDCAN driver which is used to integrate ICP DAS CAN bus series products including CAN Converter、CANopen、DeviceNet and Power Meter modules to InduSoft SCADA software. The driver can be downloaded from http://www.icpdas.com/products/Software/InduSoft/indusoft_drivers.htm for PC / PAC platform.

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TREND AND ALARM QUESTIONS

Q1. How to transfer a Trend file from *.hst to *.txt?

ANS:

(1) Open a DOS command prompt window.

(2) Input "C:\Program Files\InduSoft Web Studio v7.1\Bin\hst2txt.exe D:\IWSDemo\01050627.hst". Then it will produce a "01050627.txt" file in the D:\IWSDemo folder.

Q2. The curves are not showed on History Trend?

ANS:

After Trend sheet (add or delete points) modified, the history files' (*.hst) format will be changed, so that the curves on Trend will not showed. Please delete the .hst files in the HST folder of InduSoft project and run the application again.

Q3. Sometimes Trend history data lost on PAC?

ANS:

Modify the /Micro_SD/InduSoft/Bin/**CEView.ini** to change the Trend time in [Period] section from 1000 to 400.

```
 6 SaveAsUnicode=1
 7 WarningLowMemory=0
 8
 9 [Period]
10 Math=100
11 Alarm=200
12 Trend=400
13 Sched=100
14 Recipe=2000
15 Report=2000
16 AppBuilder=50
17 Viewer=500
```

Q4. How to print Alarm message once a row when Alarm happened?

ANS:

There are two ways to achieve the goal.

(1) Use **dot matrix printer**, and check "**To Printer"** option in alarm sheet. This solution is not working on PAC controller.

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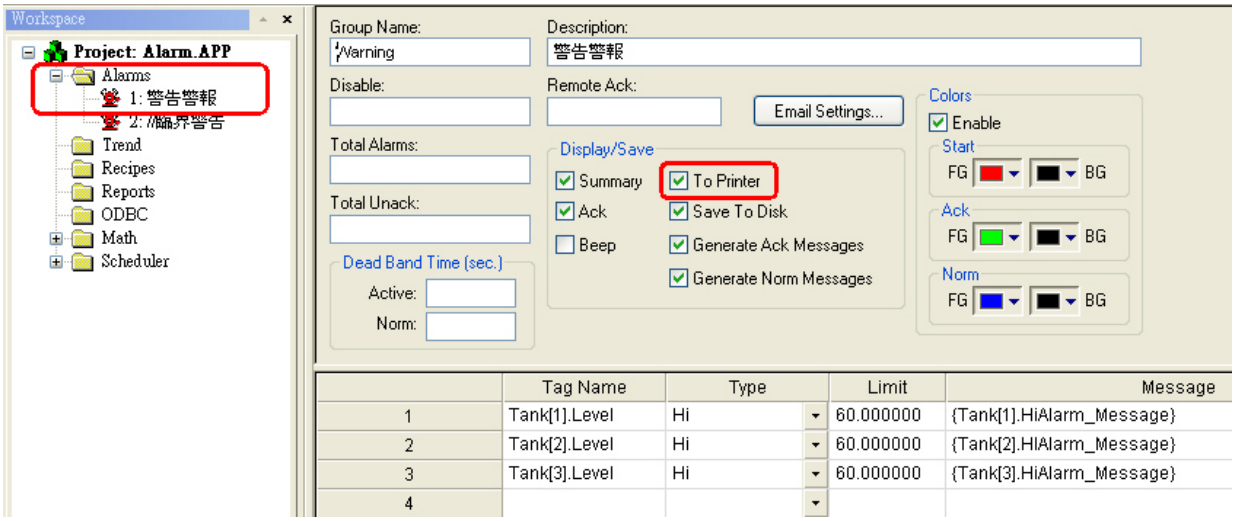

(2) Dot matrix printers with serial com port and communicate via TxRx Driver. It can work on both PC and PAC.

Q5. How to set up the Alarms Hi/Lo Limit dynamically?

ANS:

Please use the **Tag Field Syntax** provided by InduSoft. For example, when users change the value of **Tank[1].Level->HiLimit**, the HiLimit value of Tank[1].Level will be changed in alarm sheet.

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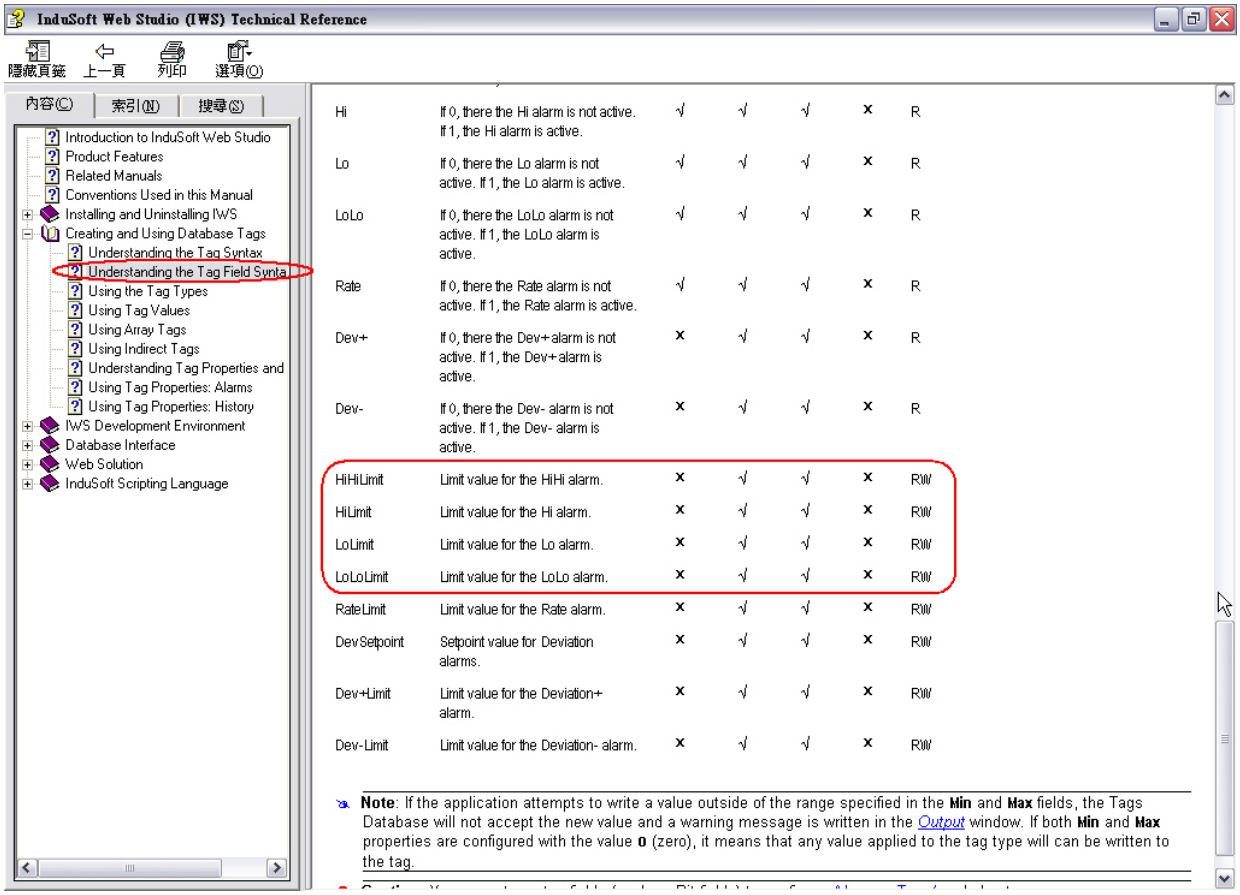

Q6. How to show milli-second of an Alarm activated time?

ANS:

Double click on alarm object to open the "Object Properties" dialog. Click on "Advanced" button and check "MS" check box to enable milli-second on Alarm object.

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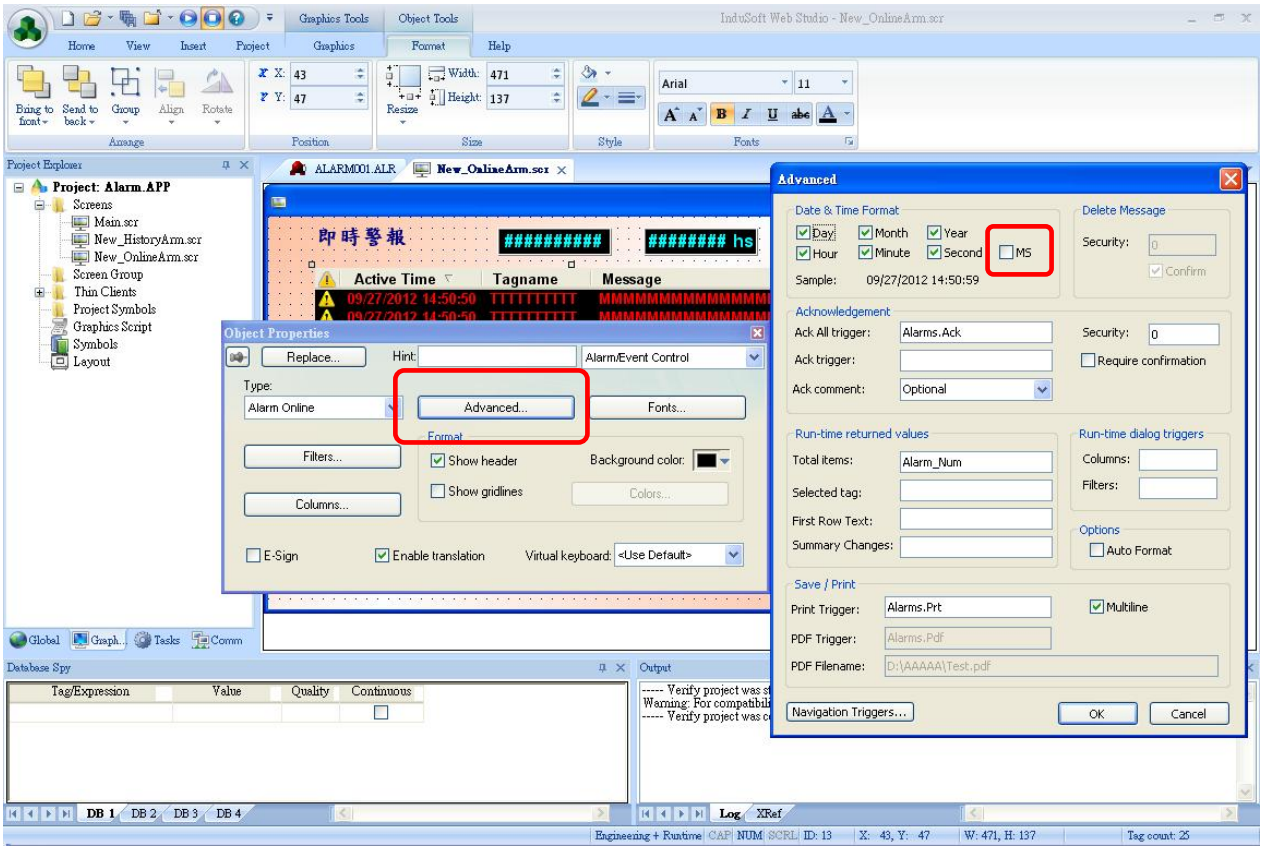

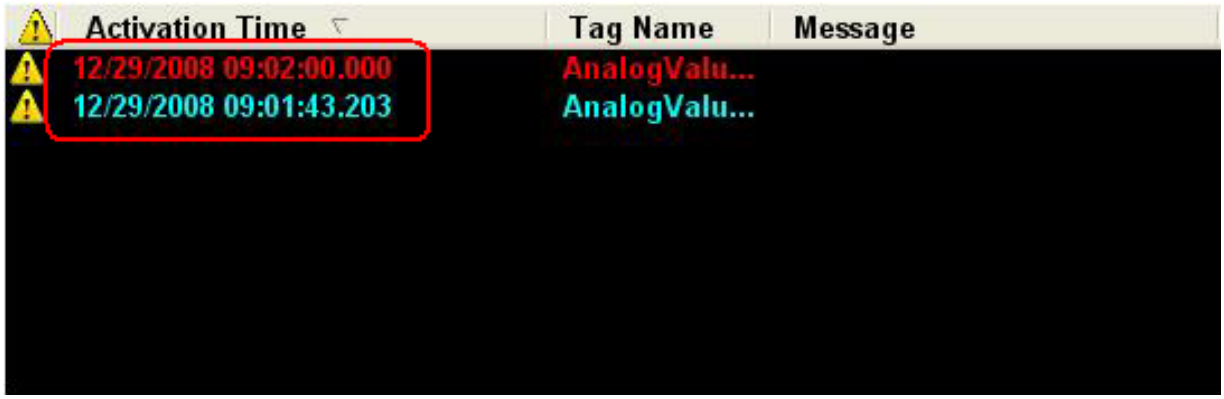

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USING ACTIVEX

Q1. How to exchange data between InduSoft and 3rd party software?

ANS:
ICP DAS provides Shared-Memory method, so that users can exchange data between InduSoft and 3rd party software efficiently. Please refer to the description below to achieve the goal.

For PC :
Users can download “SHM” package (including ActiveX, manual and demo) from http://www.icpdas.com/products/Software/InduSoft/indusoft.htm#pack.

For WinCE (PAC controller) :
After DCON driver is added to InduSoft, right click on DCON folder and choose “help” item to open the user manual. Please refer to chapter 8 for more detail about “Data Exchange with Users’ Application”.

Q2. How to send SMS (Short Message Service) in InduSoft?

ANS:
Users can download “GSM” package (including ActiveX, manual and demo) from http://www.icpdas.com/products/Software/InduSoft/indusoft.htm#pack

Q3. How to register Active X object into InduSoft?

ANS:
(1). Click **Tools → Register Controls**
(2). When Windows open, choose Active X object (*.ocx), and click **Register…** to register Active X.

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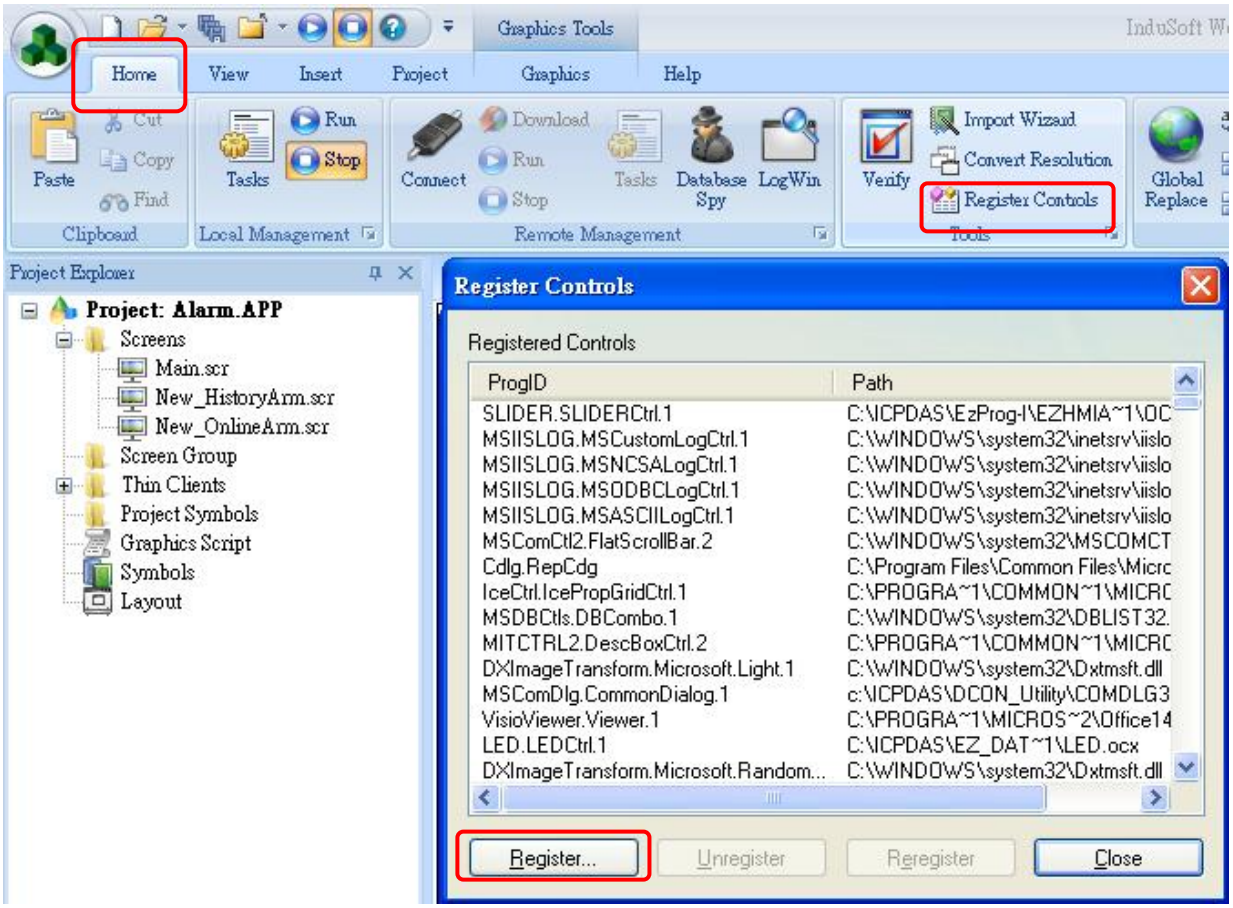

Q4. Can I build an ActiveX object and insert to InduSoft project?

ANS:

Yes. Users can always build their own ActiveX object which is beyond the InduSoft default functions or features. For those users who are not familiar with ActiveX object, ICP DAS provides the customized ActiveX project service for users.

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