

AN INTRODUCTORY GUIDE TO  
CITECT PRODUCTS, SERVICES,  
SUPPORT AND EDUCATION

# getting started guide

[www.citect.com](http://www.citect.com)

**CitectHMI**  
**CitectSCADA**  
**CitectFacilities**

## CITECT

Established in 1973, Citect has grown to become a leading, global provider of industrial and facilities automation, real-time intelligence and next generation manufacturing execution systems (MES). Renowned for the development and application of SCADA, HMI and MES solutions, Citect is evolving into a tier one solutions provider. Leveraging open technologies, CitectSCADA, CitectFacilities and Ampla connect to multiple plant and business systems, providing organizations with critical information to enable them to improve their overall business performance. Our products are complemented by professional consulting services and certified integration partner services, SCP-certified customer support and educational services. Citect's solutions are implemented in numerous industries and distributed in more than 80 countries worldwide.

### Disclaimer

Citect Pty Ltd makes no representations or warranties with respect to the contents or use of this brochure and, to the extent permitted by law, expressly limits its liability for breach of any warranty that may be implied to the replacement of this manual with another.

Citect Pty Ltd assumes no responsibility for any errors that may be in this document and reserves the right to revise this document at any time without incurring an obligation to notify any person of the revision.

### Copyright

© Copyright 2008, Citect Pty Ltd ABN 88 001 158 854. No part of this document may be reproduced, photocopied, or transmitted in any form or by any means (electronic or mechanical), for any purpose, without the express written permission of Citect Pty Ltd.

### Trademarks

Citect, Ampla, CitectSCADA and CitectFacilities are registered trademarks of Citect Pty Ltd. All other brand or product names are trademarks or registered trademarks of their respective holders.



Welcome .....	3
Quality by Design.....	4
Your Citect Product.....	5
Software Installation .....	6-7
Citect Support .....	8
Citect Educational Services.....	9
Professional Services .....	10
Add Value to Your System.....	11

# CONTENTS

# Welcome

Dear Valued Customer,

Welcome and thank you for purchasing a Citect product.

This Getting Started Guide is designed to ensure you get the most value out of your experience with Citect and your CitectHMI™, CitectSCADA™ or CitectFacilities™ product. From getting your project up and running seamlessly, to providing the support and training to optimize your site efficiency, Citect meets all your needs. Our experienced Professional Services and Citect Integration Partners are available to help tailor the product to meet your specific needs. As your requirements change and grow, Citect can grow with you by providing Manufacturing Execution System solutions which enable your organization to improve business performance.

Citect connects people to real-time information in ways that support business strategies and enhance the profitability of our customers. We deliver high-quality, scalable industrial automation, real-time intelligence and next generation manufacturing execution systems solutions worldwide, that enable corporate, IT, plant, production managers, engineers and operators to make better decisions by automating and analyzing information throughout the enterprise, anytime, anywhere.

We appreciate your business and look forward to working with you.

Yours faithfully,  
The Citect Team



**Citect**  
Real-time Intelligence



# Quality by Design

Citect is committed to providing consistently high quality products and services to our customers by investing considerable time, money and adhering strictly to proven standard quality processes. As a customer-driven organization, we ensure you receive superior value throughout your Citect experience by designing quality into every aspect of our organization. Continual professional development and a worldwide culture of trust and excellent teamwork provide Citect employees the supportive environment to deliver quality products, training, support and services to you. Our dedicated Quality Assurance team ensures that best practice quality processes are employed throughout the technology design and development cycles.

## CITECT QUALITY PROCESSES

By involving customers at all stages of the development lifecycle, from defining the scope of the product functionality to stringent beta-testing before release, Citect is able to deliver products which meet and exceed customer expectations.

All product development is carefully planned, scheduled, managed and documented.

Automated Unit Tests are conducted continuously on code in our Testing Lab.

Customers benefit from this considerable investment as products only go to market when they are fully ready.

## UNRIVALLED CUSTOMER SUPPORT, EDUCATIONAL AND PROFESSIONAL SERVICES

Citect offers multi-level support services to support your plant performance. Available globally, by telephone, email and online self-help tools, Citect Support services can provide you with access to product upgrades, the option of 24/7 support as well as regular technical newsletters.

Maximize the return on your Citect investment by choosing Citect Educational Services. Small, interactive groups are taken through 'teach and trial' training by Citect's professional, accredited trainers.

Citect Professional Services and accredited Citect Integration Partners are fully trained and experienced in tailoring the Citect solution to meet your needs on time and on budget.

## MEASURING QUALITY

Citect's Customer Satisfaction Survey provides an essential feedback tool. Results are drawn down and analyzed on a regular basis. Citect also analyzes the amount and type of customer support calls, product returns, project reports and customer references and reviews.

Using this data and metrics, Citect evaluates programs and implements changes to reach our mission, which is to connect people to real-time information in ways that support business strategies.

"Citect has the most innovative, open and connected products in the market, and our clients are the thought leaders who are adopting the most reliable technologies within a sound, scalable future."

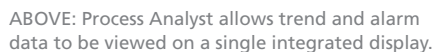
Christopher Crowe, CEO, Citect



With your CitectHMI/SCADA or CitectFacilities product, you can quickly and easily configure a monitoring and control system to suit any size industrial application. Features such as templates, genies and wizards reduce the time and effort required to configure your Citect system, as well as maximizing its performance. And because Citect products are flexible, they will keep pace with your automation and information requirements as they change and expand.

CitectSCADA enables customers to increase return on assets by delivering highly scalable, reliable control and monitoring systems to reduce operating costs, improve productivity and product quality. Easy-to-use configuration tools and powerful features enable end-users to quickly develop and deploy solutions for any size application.

Based on CitectSCADA, CitectHMI is ideal for machine, equipment and panel vendors and is available exclusively to OEMs through the Citect OEM Partners Program.



CitectFacilities enables managers to lower operating costs and improve tenant services by providing centralized control and monitoring of facilities by integrating climate, lighting and other systems in single or multi-site facilities. Open architecture, easy-to-use configuration tools and powerful features enable end-users to quickly develop and deploy solutions for multi-site and large facilities.

- Provide your operators with central or local control and monitoring and standardize control with one project configuration across an entire site
- Monitor, control and log all operations using DCS-style redundancy
- Share and analyze historical and real-time data throughout the plant or facility using millisecond sampling rates
- Monitor product quality with Statistical Process Control (SPC) facilities
- Analyze your operations with Process Analyst
- Support multi-CPU or hyper-threaded machines resulting in improved performance and stability

- Develop and deploy solutions quickly using easy-to-configure tools and powerful features
- Reduce operating costs by accurately monitoring performance and efficiency using trend/data logging facilities

- Add graphical control buttons to your pages to perform single or multiple tasks
- Design sophisticated operating and performance graphical displays and text messages
- Scale up as your automation requirements grow



# Software Installation

If you are upgrading from an earlier version of CitectHMI/SCADA or CitectFacilities, it is good practice to back up your existing project(s) before you install this version.

To install CitectHMI/SCADA or CitectFacilities on a single-computer system:

1. Insert the CitectHMI/SCADA or CitectFacilities disc into your CD/DVD drive. If you have Windows Autorun enabled, the install program will automatically start at this point (proceed to step 5).
2. From the Windows Start menu, select Run, (if necessary).
3. Type `d:\setup`, or if your disc is in another drive, type `<path>\setup`.
4. Click on the OK button or press the Enter key to start the installation.
5. The Installation Wizard will guide you through the installation process.
6. After the installation has finished, read the `readme.htm` file (in the CitectHMI/SCADA or CitectFacilities program folder).

NOTE: The Example project is automatically included in the first install. Please install any Service Packs you received with your Citect product.

## Software Protection

CitectHMI/SCADA and CitectFacilities use the Hardware Key to safeguard against license infringement. The Hardware Key contains details of your user license, such as its type and an I/O point count.

## The Hardware Key

The Hardware Key is a physical 'dongle' that plugs into either the parallel port or a USB port on your computer. If a printer is already connected to the printer port, remove the cable and connect the Hardware Key, (the end that connects to the computer is clearly marked on the key). The printer can then be connected to the Hardware Key. If you do this, CitectHMI/SCADA or CitectFacilities will only run if your printer is switched ON.

If you are using CitectHMI/SCADA or CitectFacilities on a network, install the Hardware Key on the I/O Server.

To avoid damage to your computer, we recommend that you switch it off while you attach the Hardware Key.



You can leave the Hardware Key permanently connected to your computer, even when you are not using CitectHMI/SCADA or CitectFacilities. Your computer and printer will function normally with your other software packages. The drivers for the Hardware Key are installed automatically.

### Point Count

CitectHMI/SCADA and CitectFacilities only count external variables (an individual digital, analog or string variable, read from an external source, e.g. I/O Device). Each variable on each server or client process where it is used, to display data on a screen as a trended variable or within code, is recorded. The license size must be greater than the total number of unique external tags that are used across all processes on the computer. Internal tags, e.g. memory, disk, and Cicode variables, can be read without affecting the point count, but if you write to them using the API, ODBC, or DDE, they are added to the point count.

**Get up and started on CitectHMI/SCADA or CitectFacilities within an hour by using the CitectSCADA quickstart tutorial. Visit [www.citect.com](http://www.citect.com)**

## CITECTHMI/SCADA OR CITECTFACILITIES HARDWARE REQUIREMENTS

### Minimum

- Windows 2000 – Pentium 1GHz or Celeron 1.2GHz processor with 512MB of RAM
- Windows XP and Windows XP SP2 – Pentium 1GHz processor with 512MB of RAM
- Windows Server 2003 or Web Server – Pentium 2GHz with 1GB of RAM or 2GB of RAM if running both
- Windows Vista – Pentium 3.2GHz Single Core Processor or 2GHz Dual Core Processor with 2GB of RAM (from CitectSCADA V7.1)
- 2GB free hard disk space
- Graphics card with at least 64MB of VRAM and do not share VRAM with main memory if using Process Analyst

### Recommended

- Windows 2000 – Pentium 3GHz processor with 1GB of RAM
- Windows XP and Windows XP SP2 – Pentium 2GHz processor with 1GB of RAM
- Windows Server 2003 – Pentium 3GHz with 2GB of RAM
- Windows Vista – Pentium 3.2GHz Dual Core Processor with 3GB of RAM (from CitectSCADA V7.1)
- 5GB free hard disk space
- Graphics card with at least 128MB of VRAM and do not share VRAM with main memory if using Process Analyst

### Optional Hardware Considerations

- PLC Interface cards (depending on the type of protocol you are using)
- Additional network card for redundancy



# Citect Support

Citect Support provides a formal structure of application software support services designed to optimize your investment in Citect Technology. Maintenance and Support Agreements are available to purchase with your Citect software. Citect Support gives you access to the latest Citect support technology and expertise wherever and whenever you need it. It ensures that you receive the maximum return from your automation investment by helping you maximize reliability and uptime of your Citect system.

Our goals are to not only resolve current issues quickly, but also to leverage our day-to-day work to prevent future problems and improve issue resolution times. This allows you to achieve greater return on your investment whilst freeing you to concentrate on your core business.

## SERVICE CAPABILITY & PERFORMANCE (SCP) CERTIFICATION

Citect's global Customer Support Center, based in Sydney, Australia, is SCP-certified so you can be assured of service quality.

SCP Certification quantifies the effectiveness of customer support, based upon a stringent set of performance standards and represents best practices in the industry.



## CITECT SUPPORT SERVICES

A range of direct and self-help technical assistance options allow you to maintain optimum performance from your Citect software. Automatic product updates keep you at the forefront of industrial automation innovation.

Services are provided by a comprehensive support team of industry professionals, embracing world-class best practice methodologies, continuous improvement strategies and global certification.

Specialists in industrial automation, business and process improvement, software development and IT work in collaboration within an escalation hierarchy to ensure consistent and timely resolution to customer issues.

## CONTACTING CITECT SUPPORT

When your technical support needs cannot be easily met using the self-help facilities, Citect Support customers have fast access to experienced support professionals via telephone, fax, email or web portal.

When you contact Citect Support, you will be asked to verify your site/product details and your call will be logged and given a Customer Service Request (CSR) number.

### Citect Global Customer Support Center

International  
+61 2 9496 7400

Toll-free (Australia-only)  
1300 131 631

For toll-free numbers in your region please visit our Support page at [www.citect.com](http://www.citect.com)

**Further information and updates  
are available by visiting  
[www.citect.com](http://www.citect.com)**





# Citect Educational Services

Citect Educational Services provides multi-level Citect courses for end users, engineers and system integrators.

Professional, accredited trainers are only too willing to assist students during the course and are on-hand at all times to answer questions.

Citect's teaching methodology, "teach and trial", takes students through each process step by step before they practice on the system in front of them. This interaction allows the students to retain far more practical knowledge than if they were taught from a text book.

Citect training attendees also get the unique opportunity to network with peers and share their experiences of working with Citect software.

## BOOK A COURSE

Citect courses can be booked through the Education section at [www.citect.com/education](http://www.citect.com/education)

## CITECT CERTIFIED ENGINEER (CCE) PROGRAM

The CCE Program recognizes engineers skilled in the integration of Citect-based automation projects. To become a Citect Certified Engineer (CCE) there are several exam elements that must be achieved: Configuration, Cicode Programming, Networking & Architecture and Customization & Design. For more information on the CCE Program, visit the education section at [www.citect.com/education](http://www.citect.com/education)



## CITECT EDUCATIONAL CENTER (CEC) PROGRAM

Citect set high standards for their Educational Centers and Partners. To ensure these standards are adhered to, Citect has launched the CEC Program. This program guarantees that authorized Citect courses are delivered in the same professional approach wherever the course is taking place.

## ONSITE EDUCATION

Citect training courses can also be run onsite at a customer's plant or office, or alternatively at a local educational facility. These options allow companies to train more employees without the additional expense of travel and accommodation. For further information about Onsite Education, please contact your local Citect representative.

**For the latest information  
on Citect Educational Services,  
visit [www.citect.com](http://www.citect.com)**



# Professional Services

Citect's world-class Professional Services team has been delivering innovative, reliable and proven solutions to customers for over 30 years. The introduction of Business Process Improvement Services, combined with Citect's traditional MES and SCADA solutions, allows Citect Professional Services to provide a measurable competitive advantage to customers. Our services assist organizations in maximizing the return on their assets through improved productivity and quality while reducing downtime and costs. Citect Professional Services include:

## BUSINESS PROCESS IMPROVEMENT

Citect Professional Services help organizations implement and execute Business Process Improvement strategies, utilizing industry accepted methodologies aligned with Citect's Manufacturing Execution System (MES) offering, Ampla. These are custom services that can be tailored to meet your organization's specific requirements.

## AMPLA SERVICES

Citect Professional Services ensure that your Ampla installation supports specific business initiatives and requirements. Whether the objective is to bridge the gap between your Enterprise Resource Planning (ERP) and the shop floor or to decrease downtime and improve production output and quality, Citect Professional Services can help. Utilizing our Ampla Services will ensure your system is up and running quickly with rapid and measurable return on investment.

## SCADA SERVICES

SCADA Services have been the cornerstone of Citect Professional Services team for over 30 years. Our expertise in industrial control

systems and automation has established Citect as a pioneer in this area. We engage in control system audit and design, PLC programming and complete turn-key solutions.

## WHY ARE CUSTOMERS CHOOSING CITECT PROFESSIONAL SERVICES?

- A global team with delivery capabilities across 80 countries
- Seasoned engineers with vertical expertise across 15 key industries
- Proven implementation methodology and Global Knowledge repository
- A flexible and scalable delivery model
- Global references in your industry
- Professional solutions that are partnership-oriented
- Low risk and high return on investment

Partner with our Professional Services team to maximize the return on your company's assets.

## CITECT INTEGRATION PARTNERS

The Citect Integration Partners program is designed to help you make a well-informed decision about the integrator you use for your Citect automation project.

Citect Integration Partners offer the highest standards in Citect integration services. They are accredited by Citect, and have the support and training to help them meet, and exceed your expectations. A world-wide network of project consultants and engineers are available to provide project support and to assist Citect Integrators in all phases of implementation.

**To find out more about Citect Integration Partners, please visit the Partner page at [www.citect.com](http://www.citect.com)**



# Add Value to Your System

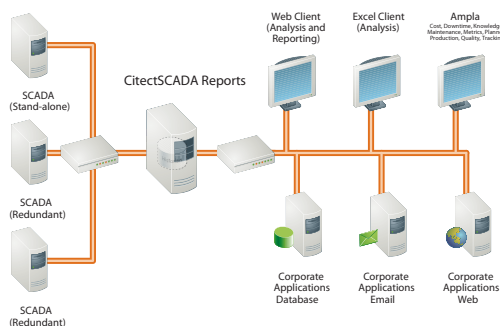
## CITECTSCADA BATCH

CitectSCADA Batch enables customers to lower their TCO by delivering a highly flexible, scalable batch management solution to increase productivity and achieve consistent high quality. Providing unrivalled reliability, this easy-to-use offering integrates tightly with existing systems and facilitates compliance with international regulations.

## CITECTSCADA REPORTS

CitectSCADA Reports is a powerful historian that helps your plant and IT personnel optimize data usage. It provides an enterprise-wide reporting tool that collects, historizes and delivers meaningful reporting data from multiple, disparate systems. With CitectSCADA Reports, you will be able to make more effective decisions to optimize operational performance.

The standard sample reports make the product usable out of the box and create a whole range of templates which customers can copy and modify to their requirements.



ABOVE: CitectSCADA Reports bridges process and corporate networks.

## SWITCH2CITECT

Switch2Citect is a conversion tool that allows customers to simply and reliably upgrade their legacy control systems to Citect. This reduces their TCO by minimizing conversion and ongoing maintenance costs. It also provides opportunities to take advantage of the latest technologies to improve productivity at their plant. Switch2Citect can migrate around 75% of the world's HMI/SCADA systems including Cimplicity® Fix32, iFix®, FactoryLink®, Genesis32™, InTouch®, OASYS, RSView®32™, WinCC® and Wizcon®, with plans to release many more importers in the near future.

## AMPLA

Ampla is a business intelligence and know-how tool essential for determining opportunities for:

- improved production performance
- increased margins and competitiveness.

Ampla enables management, corporate, IT and manufacturing to transform production data into business decisions at all levels of the enterprise.

Ampla provides visibility into production and work-in-progress, allowing you to have the right product at the right place at the right time. At the same time, Ampla allows you to improve efficiency, optimize uptime and increase profit. Ampla is a configurable solution enabling the software to be implemented based on your unique requirements.



Citect is a leading provider of industrial and facilities automation, real-time intelligence and next generation manufacturing execution system solutions that substantially improve productivity, safety, quality, and profitability.



For further information visit [www.citect.com](http://www.citect.com) or contact your nearest Citect representative

OCEANIA +61 2 9496 7300, AFRICA +27 11 699 6600, FRANCE +33 47 215 8450, GERMANY +49 89 319 014 45, GREATER CHINA +86 21 2401 7500, INDIA +91 22 4017 0053, JAPAN +81 3 5821 1124, LATIN AMERICA +1 770 521 7511, MIDDLE EAST +31 71 576 1550, NETHERLANDS +31 71 576 1550, NORTH AMERICA +1 770 521 7511, NORTH ASIA +65 6482 2212, SOUTH EAST ASIA +65 6482 2212, UK +44 1675 466658

© 2008 Citect Pty Ltd ABN 88 001 158 854. All trademarks, brands or names are property of their respective holders. CT109982

**Citect**  
Real-time Intelligence