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InSource Solutions Announces the Launch of Wonderware Southeast A New InSource Solutions Business Unit

InSource Solutions, an independent Wonderware software distribution partner has signed a new distributor agreement and will conduct business as Wonderware Southeast. "InSource and Wonderware have worked together successfully for over 11 years", said Ann Croom, president of InSource Solutions. "We are confident that the new Star Plus agreement to do business as Wonderware Southeast will take our relationship the next logical step. We are excited about the possibilities of an even tighter working relationship."



An InSource Solutions Business

"Wonderware has provided some amazing technologies in the last few years and we have experienced tremendous growth as a result. But every indication is that the best is yet to come," said Aaron Evans, InSource Solutions Vice President. "Our customers have always thought of us as "the Wonderware guys." With the creation of our Wonderware Southeast business unit, we have made that a reality. We felt the time was right to focus the energies of Wonderware Southeast on helping customers apply and get the best return on their software investment."

InSource Solutions will continue in the role of parent company and have three business units dedicated to helping manufacturing companies achieve intelligent productivity. All three business units were created in response to market demand for complementary software, hardware and consulting services.

The organization structure will be Wonderware Southeast, dedicated to the sale and support of Wonderware industrial automation software and hardware solutions in 12 southeastern and mid-Atlantic states and the District of Columbia; ATC Consulting which will focus on collaborating with manufacturing business and technical leaders to achieve sustained improvement in operational and production performance through problem solving, education, and ultimately the implementation of appropriate technology and tools. The ATC Consulting focus is working with customers and system integration partners to

ensure the successful implementation of Wonderware real-time operations management projects; and I2 Infrastructure which will focus on delivering industry standard office IT infrastructure (i.e. computers, servers, networking, enclosures, IT tools) to mission critical, highly specialized and rigorous industrial environment.

"InSource Solutions Announces the Launch of Wonderware Southeast ..." continued on next page ...

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"This agreement is the next major stage in the development of our long-standing relationship with InSource. In order to best deliver successful results for customers who are utilizing Wonderware hardware and software solutions, it requires new technical and IT skills and new organization and consulting capabilities." said Norm Thorlakson, Wonderware vice president of North American sales. "We believe that InSource has the optimal skills and organizational structure to deliver our latest real-time operations management software and hardware solutions to our customers. This significantly closer operational connection, with granting the use of the Wonderware branding for the company's activities as Wonderware Southeast, will benefit all customers and stakeholders. We welcome the restructure as a significant commitment to our ongoing joint business and wish InSource every success with our enhanced association."

"As businesses become even more competitive in this increasingly global economy, customers are looking to us to provide a "seamless" experience. By that we mean, improved support, collaboration and communication around the world between Wonderware, Wonderware distributors and our customers" stated Croom. "Doing business as Wonderware Southeast helps us bring our communications closer to real-time so customers can get higher quality solutions and support, even quicker."

If you have any questions regarding Wonderware Southeast or any of the other InSource Solutions business units, please contact your local Account Manager or the marketing department at marketing@insourcess.com.

InSource Solutions & Wonderware Present the 2008 Wonderware Breakthrough Road Show

The 2008 Wonderware Breakthrough Road Show is coming to a city near you. Join us for this free half day seminar to learn about the power of the NEW InTouch 10.0 software with Archestra graphics.



Come learn how the power of InTouch is enhanced when coupled with the new Wonderware System Platform 3.0 software. With over 100 man years of development in this single release, the new vector based, object oriented graphics engine within InTouch 10.0 will change the way you approach HMI development and can significantly reduce project to project engineering time.

There is **no fee** to attend this seminar. The session starts at 10:00 a.m. and ends at 2:00 p.m. local time. Lunch will be provided for you at no extra cost. To register for the event, please visit <http://programs.regweb.com/wonderware/BreakthroughRoadShowInSource>.

For more information, please contact your Wonderware Southeast Account Manager or Rachel Blucher at rblucher@insourcess.com.

InSource Solutions Announces New Vendor, Mtelligence

InSource Solutions is proud to announce the addition of Mtelligence as a new vendor to bring condition based maintenance intelligence solutions to our customers.

Mtelligence Corporation provides maintenance intelligence solutions that improve asset performance. Mtelligence applies the MIMOSA standard to bridge the gap between Operations & Maintenance (O&M) for process and manufacturing industries. They offer real-time performance monitoring and open standards based integration products that can help our customers drive operational excellence throughout the organization. Mtelligence delivers significant improvements in uptime, reliability, and efficiency through our maintenance intelligence platform, including MIMOSA Interop Server and Mtelligence CBM.



To learn more about these exciting new products, contact your Wonderware Southeast Account Manager or the marketing department at marketing@insourcess.com.

Fault Tolerance for Dummies - Stratus Special Edition booklet FREE to InSource Solutions customers

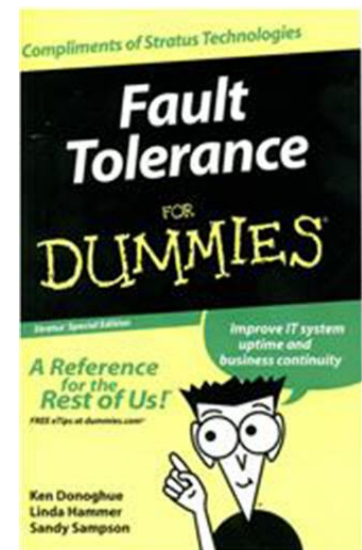
Fault Tolerance for Dummies, compliments of Stratus Technologies, is a helpful tool to understanding fault-tolerant solutions. An excerpt from the booklet is as follows:

“When is it a good time for your computer servers to be down and out for 87 hours? That is what you can expect when your system uptime performance is 99%. Are you prepared to handle it - and can your organization survive - if your applications go offline for that length of time? If only you could plan downtime hours to coincide with your vacation hours!

Servers that run your most critical applications and ensure your business continues to operate, even in the face of IT infrastructure malfunctions or human errors, are fault tolerant.

Fault Tolerance for Dummies introduces you to the many degrees of availability and explores how fault-tolerant solutions compare to other availability options.”

If you would like to receive a free copy of *Fault Tolerance for Dummies*, compliments of Stratus Technologies, please contact Rachel Blucher at rblucher@insourcess.com. Please put “*Fault Tolerance for Dummies*” in the subject line. In the body of your email, please provide your name, company name, address, email, phone number, and how many you would like to receive.



Mobile Mindset: the Latest Reasons to Hand out Handhelds

An Article Featured on PlantServices.com

An article featured in the November issue of *Plant Services* magazine, entitled *Mobile Mindset: the Latest Reasons to Hand out Handhelds*, written by Paul Studebaker, explains how mobile computing can give you power over every day tasks all in the palm of your hands.



The article explains how Wonderware Compact Panels and InTouch software can greatly increase productivity. Operators can take the compact panel with them on their plant rounds, decreasing the amount of time spent in the control room and actually addressing issues hands-on. InTouch software has features like *inking* and *annotation*, making the technology easy to use. Inking allows users to write values into data links in their own handwriting, avoiding the tradition keyboard. Annotation allows users to mark up graphical displays with virtual pens and highlighters. Users can then e-mail, print, or save the screen capture for future troubleshooting and explanations.

To read this article, please visit <http://www.plantservices.com/articles/2007/230.html>. For more information on the Wonderware Compact Panels, contact your I2 Infrastructure Specialist or the marketing department at marketing@insourcess.com.

New Version of Wonderware Equipment Operations Module Reduces Maintenance and Administration Costs

On December 18, 2007, Wonderware released Equipment Operations Module version 2.1, an MES module which is designed to help manufacturers and other industrial operations significantly improve the consistency and effectiveness of plant operations.



This latest version includes enhanced features for lowering the maintenance and administration costs of overall operations management. Support for the database clustering using Microsoft SQL Server 2005 Enterprise Edition, as well as improved capabilities for data archiving and restoring mechanisms, add significant value for customers in recording complete 'as built' records of productions events.

In addition, the new MES module provides for consistent execution of plant floor activities with central management of formula parameters, including the downloading of automatic parameters to PLCs.

Wonderware will continue to release several new and updated MES software modules for production and performance management. These software solutions are being built on proven ArcestrA industrial service-oriented architecture, and integrated with the recently acquired Factelligence technology to provide customers enhanced capabilities to improve manufacturing business processes.

For more information on the Equipment Operations Module version 2.1 or any other of the Wonderware products, please contact your Wonderware Southeast Account Manager or the marketing department at marketing@insourcess.com.

Wonderware Reaches Milestone of 100 Companies for ArchestrA Certified System Integrator Program

On December 6, 2007, Wonderware announced that it has achieved a key milestone for its ArchestrA Certified System Integrator Program by reaching a total of 100 companies with the addition of Tecнау Transport Division S.r.l. based in Florence, Italy. This marks a significant achievement in the success of Wonderware delivering solutions using its standards-based ArchestrA technology to customers around the world.



The Wonderware system integrator (SI) support strategy is a three-tier program that has been established to help end-user customers identify qualified system integrators to implement projects. Wonderware provides integration firms the means and incentives to invest in Wonderware technologies and help build loyalty for its products through successful application projects. The Wonderware SI community has more than 3,000 independent active companies.

The top 100 members of the ArchestrA Certified SI Program have been certified by Wonderware because they have demonstrated exceptional technical expertise with Wonderware software solutions, delivered successful projects to customers, and earned the special backing and support of regional Wonderware distributors.

“We are proud that this elite community has grown to 100 members,” said Jay Jeffreys, marketing manager for Wonderware Solution Provider Programs. “Anyone who passes the online exams for these products certainly has earned the respect of Wonderware. This is testimony to the accelerating adoption of ArchestrA technology in the industrial marketplace in large part due to the hard work of Wonderware’s world-class distributors who train and support our system integrators.”

Wonderware works closely with its 3,000 independent integration companies to deliver completed solutions to end-user customers and develop projects that meet specific customer needs.

To read the rest of this Wonderware press release, please visit www.wonderware.com. For more information on the ArchestrA Certified System Integrator Program or any of the other Wonderware products and services, please contact your Wonderware Southeast Account Manager or the marketing department at marketing@insourcess.com.

Industrial Networking: Carrying Serial Devices into the Future *An Advantech eAutomation Article*

Advantech Corporation released *Carrying Serial Devices into the Future* in their January 2008 newsletter. Written by Paul Wacker, this article explains how serial digital communication has evolved. First in the laboratory, and then on the plant floor, serial digital communication was the earliest means of data transmission from device to device.



On the plant floor, serial RS-232 became common as devices such as PLCs required programming and it became necessary to transmit data to computers running spreadsheets and databases for data collection and analysis. But RS-232 has significant drawbacks as a means of communicating between many devices. RS-232 is limited to a dedicated connection, with one PC or host per serial device, and with a definite physical limitation of 50 feet from device to device.

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Another standard, RS-422, provided for longer distance communication, up to 3600 feet, but was still extremely limited. The RS-232 standard provided for communication speeds that are quite slow in comparison with modern data transmission speed: 300 to 9600 bits per second, as opposed to, for example, Ethernet communications, which may be up to 10 Gigabits per second. The multi-drop version of the RS-232/422 standard, what became RS-485, was marginally faster and could have several slave units connected to a single master. Neither RS-232 nor RS-485 is scalable to the level of multi-device communications over an entire factory floor.

In addition, these standards produced communication interfaces that were “brittle.” That is, custom application program interfaces, or APIs, were required for every device-to-device transmission, and a minor change in an API, or in the data being transmitted, could break the communications method entirely. Even the advent of Microsoft Windows and DLL libraries still required dedicated device drivers to be loaded on the host for each device on the serial loop.

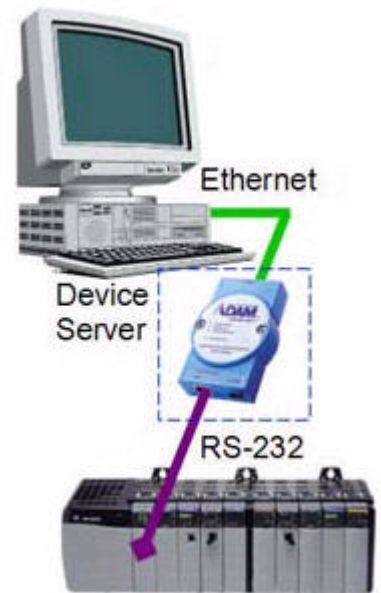
Despite these significant drawbacks, asynchronous serial communications connections are still the most commonly used industrial device interfaces. Common uses include configuration and setup, operator interface (HMI), production setup (batch download), and even production monitoring, as well as troubleshooting and diagnostics. Serial port output is common on a wide variety of devices, from clean room particle counters, to vision systems, to marquee displays, to scales, scanners, and of course PLCs and PACs on the plant floor.

In 1979, a team of engineers from Modicon (now Schneider Electric) produced a standard means of transmitting digital data over serial interfaces, such as RS-232 or RS-485. This means was named Modbus (for Modicon bus) and has become the defacto standard for serial communications between electronic devices on the plant floor. Modbus has many limitations, especially when used with devices other than the simple PLCs it was originally designed for, but it also has many useful features, not least the fact that it is open and non-proprietary, and free-and most devices have DLLs and drivers for Modbus. The biggest advance Modbus made was in device addressing: each device is given a unique address in a Modbus system and therefore, any device can send out a Modbus command, although that is usually only done by the master device.

The advent of Ethernet communications and the ubiquitous use of Ethernet on the plant floor, the laboratory, and in the test lab have made it possible to solve the distance and interface limitations of serial devices. Instead of the unique one cable-one device system required by even RS-485 Modbus systems, Ethernet permits the use of servers and gateways through which the serial data is transported over the Ethernet network to the recipient host.

This is made possible by serial tunneling. Serial data is encapsulated in IP packets and transported over the Ethernet network, just as if it were standard TCP/IP data. Operation is generally transparent to both applications software and connected devices requiring few if any changes, and transfer is bidirectional - data can be both sent and received. One of the reasons for the continued success of the Modbus protocol is the very early port of the protocol for use in a TCP based Ethernet network. Tunneling permits flexible configurations like serial device to serial device, PC to serial device, and serial device to PC.

Serial device servers have several modes of operation, depending on the application. These modes include: TCP Server (Polled Mode), TCP Client (Event Handling), Pair Configuration (Peer-to-Peer), modem emulation, and Modbus gateway (Modbus/TCP to Modbus ASCII/RTU).



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In TCP client/server mode, comport redirection software is installed on the host computer. Used with existing COM-port based Windows applications, the remote serial ports appear as a local COM-port, and there can be up to 255 total COM-ports per PC. TCP can be enabled as "server" for device polling, such as a SCADA system where RTUs are polled on a regular, time based system, or it can be enabled as "client" for supporting event-handling, where the remote unit operates on "report by exception" rather than on a polled basis. Applications for TCP server mode include some OPC servers, and other types of IP-aware software, while those for client mode include barcode or RFID scanners as well as RTUs.

In Pair Configuration, or peer-to-peer mode, connection is initiated by each device server, with the IP address of each unit specified on a one-time basis at device setup time. The primary application for this configuration is the extension of a serial connection over LAN and even WAN network distances.

Device servers can even be used as replacements for actual serial dial-up modems. This permits the continued use of legacy modem-based applications such as dial-up SCADA. The device server selects remote devices by "dialing" or by "receiving a call." The device server mimics the communications strings of a legacy modem. For example, it might send a data string such as "ADTD192.168.2.22:5201" exactly as if it was dialing a telephone number as the modem was originally designed to do. This application can prolong the life of a legacy SCADA application, and can even save substantially with the ability to replace costly TELCO leased lines with broadband IP connections, and can improve performance of the system by increasing update rates as slow leased-line analog modems are replaced.

The device server can also be configured as a Modbus gateway, converting Modbus/TCP on Ethernet to serial Modbus RTU or ASCII. This allows plant engineers to continue using legacy equipment and integrate it into a modern Ethernet network. While this type of gateway is limited to a total of 8 devices per gateway, it permits use of legacy SCADA and HMI applications that are either proprietary or impossible to economically upgrade.

Device servers easily interface with OPC client/server systems over Ethernet. Modern OPC versions, including the newest, OPC-UA, support "serial encapsulation" of data and OPC servers can be configured to use device servers as OPC clients. Device servers can also be configured to operate over 802.11b wireless Ethernet LAN connections, so the limitations of wiring may be done away with completely.

A common device server application is remote programming and diagnostics of serial communication PLCs. This application permits a host computer with COM port redirection to communicate over the plant Ethernet network with a serial PLC. This permits remote access to the PLC from any laptop or desktop PC anywhere, including wirelessly, and leverages the existing IP network infrastructure, instead of installing dedicated cabling - which may actually be impossible if, for example, the PC is located in a completely different facility.

Serial connectivity with HMIs is another common application for device servers. In new installations, or when re-configuring an existing plant, significant cost reductions can be realized by using Ethernet enabled device servers instead of dedicated cabling to the HMI panels, and the HMI can be located where convenient for the operator, not where the limitations of serial cable lengths dictate. Serial displays such as factory marquee displays can also be device server-enabled and provide the same benefits as other HMI connections.

The use of device servers can provide the ability to extend both the life and the capability of serial devices on the factory floor, and leverage and converge existing serial infrastructure with also existing IP-based LAN/WAN infrastructure.

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Serial devices can be accessed from remote locations, including over wireless networks and even over the Internet - all that is needed is an IP connection. No longer is there the short-cable limitation of 50 feet for RS-232 and 3600 feet for RS-485 - the device server does away with cable limitations. Many devices can share one cable, and devices can be accessed from more than one location. Device servers can extend the life of serial devices indefinitely.

To learn more about your industrial networking options and Advantech, please contact your I2 Infrastructure Specialist or the marketing department at marketing@insourcess.com.

Upcoming InSource Solutions Webinars

<u>Date</u>	<u>Time</u>	<u>Webinar Topic</u>
Feb. 1 st	9 a.m. EST	System Platform Part 4 of 4: Web Information Services
Feb. 1 st	11 a.m. EST	Mtelligence
Feb. 1 st	2 p.m. EST	Wonderware Equipment Performance Module
Feb. 8 th	9 a.m. EST	System Platform Part 1 of 4: Fundamental Application Services
Feb. 8 th	11 a.m. EST	Industrial Operator Interface
Feb. 8 th	2 p.m. EST	High Availability Servers
Feb. 15 th	9 a.m. EST	ACP Thin Client Technology
Feb. 15 th	11 a.m. EST	Industrial Networking
Feb. 15 th	2 p.m. EST	Lean Manufacturing - Invistics
Feb. 22 nd	9 a.m. EST	System Platform Part 2 of 4: InTouch 10 Visualization Services
Feb. 22 nd	2 p.m. EST	Wonderware QI Analyst
Feb. 29 th	9 a.m. EST	Wonderware Equipment Operations Module
Feb. 29 th	11 a.m. EST	InSource Solutions Equipment Events Module
Feb. 29 th	2 p.m. EST	System Platform Part 3 of 4: Historian/Analytic Services

**Please note our time changes and the addition of new Webinar topics. The webinars last approximately one hour and are free of charge. Registration is available at <http://insourcess.webex.com>.

New Wonderware Software Patches and Device Integration Releases

- Application Server 3.0 Patch 01
- Mitsubishi A/Q Serial DAServer (v1.5)
- Mitsubishi FX Serial DAServer (v1.5)
- ModbusSerial DAServer 2.5 Service Pack 2
- Omron FINS Ethernet DAServer (v1.5)
- ModbusSerial 2.5 Service Pack 2 IObjects
- InTouch® 10.0 TSE Patch 01 (English)
- InTouch® 10.0 Patch 01 (English)

Registered users can view and download this and other patchfix releases on the Wonderware eSupport website at <http://www.wonderware.com/support/web/secure/downloads/esdownload.asp>.

Upcoming Events

2008 Wonderware Breakthrough Road Show Presented by InSource Solutions and Wonderware



For more information, and to register for this event, please click [here](#).

The 2008 Wonderware Breakthrough Road Show is coming to a city near you. Join us for this free half day seminar to learn about the power of the NEW InTouch 10.0 software with ArcestrA graphics.

2008 WonderWorld Conference - Save the Date!!

September 30 - October
2, 2008

The Venetian Hotel
Las Vegas, Nevada



Conference features:

- Operational information
- Information technology
- Industry specific solutions
- Details on upgrading and implementing latest Wonderware products

For more information please visit www.wonderware.com/wworld08na.

ACP User's Group 2008

February 11 - 12,
2008
Scottsdale, Arizona



2 Day Seminar features:

- Intermediate training for ThinManager3
- Integrate it In Presentation
- 21st Century Control Room Presentation
- Future Products Discussions

For more information, please visit www.thinmanager.com/events.



2008 American Water Works Association Annual Conference and Exposition

June 8 - 12, 2008

Come see our booth at the AWWA ACE08 Event!
For more information, visit www.awwa.org.

Georgia World Congress Center
Atlanta, Georgia

Control System Integrators Association 2008 Executive Conference

May 1 - 3, 2008

Savannah, Georgia



For more information, please visit www.controlsys.org.

MESA 2008 - North American Plant-to-Enterprise Conference: Delivering on Strategies



September 21 - 23,
2008

Orlando, Florida

Please visit www.mesa.org for more details.

New Wonderware Tech Alerts and Notes

Wonderware Tech Alerts and Notes:

Tech Alert 101	InTouch® 10.0 Read-only License Does Not Allow ArchestrA Symbols to Access an InTouch: Tagname Reference
Tech Alert 102	Bits May be Swapped When the MBSerial DAServer Writes Values to Multiple Coils
Tech Alert 103	Remote Node with Development Studio License is Unable to Connect to the Galaxy Repository Without the System Platform or Application Server Technology
Tech Alert 104	Alarms from QI Analyst 8.0 Do Not Display in InTouch® 10.0
Tech Note 510	Creating an ActiveFactory Graphic Symbol
Tech Note 511	InTouch® 10.0 & Wonderware Application Server 3.0 System Upgrade and ApplicationGalaxy Migration Steps
Tech Note 512	Wonderware® Industrial Computers Support and RMA
Tech Note 513	Displaying a Platform Name Dynamically In InTouch®
Tech Note 514	Troubleshooting Factelligence Connection Issues
Tech Note 515	Migrating and Upgrading Industrial Application Server 2.0 Patch 01 or Later to Wonderware Application Server (WAS) 3.0 When Two or More .mdf Files Exist

Registered users can view and download archived Tech Notes and Alerts from the Wonderware website at <http://www.wonderware.com/support/web/secure/selfsupport/estechalerts.asp>.

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