CITECT SCADA

Catalogue

8th October 2018

Rev. 01
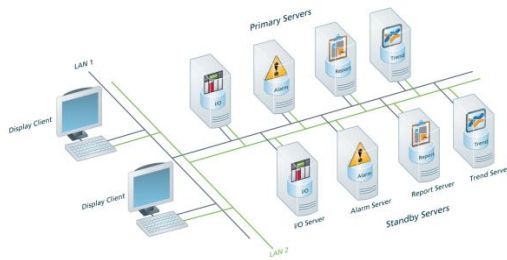
CITECT SCADA

Overview

With powerful display capabilities and a wealth of operational features, Citect SCADA delivers actionable insight faster, enabling operators to respond quickly to process disturbances, thereby increasing their efficiency. With its easy-to-use configuration tools and powerful features you can quickly develop and implement solutions for any size application.

Citect SCADA offers the functions of a modern supervisor. Its distributed client-server architecture is applicable to a multitude of applications in the following markets:
- Mining, Metals, Minerals
- Infrastructure
- Building Automation
- Water / Wastewater
- Oil & Gas
- Electrical Utilities
- General Industry / Manufacturing
- Chemicals & Pharmaceuticals

This unique tool enables the development of all monitoring applications, from small stand-alone systems to large distributed, redundant systems.

Application users and manufacturers benefit from our expertise in integrating systems and optimizing product lifecycle. The Citect SCADA software is constantly evolving to ensure that it is always up to date.

Redundancy

Citect SCADA offers total redundancy for all the components of the system. The redundancy functions are fully integrated in the system, providing exceptional performance and intuitive configuration.

Licensing Options

Citect SCADA supports two different software protection models:
- A software key that is bound to a specific PC,
- A hardware key, which consists of a USB dongle and is not bound to a specific PC.

Please indicate the required licensing option when ordering.

Server Licensing

Citect SCADA is available:
- **Stand-Alone Version**, the Citect SCADA HMI version, for managing 100, 300, 600 or 1,200 data points,
- **Client-Server Architecture**, for configurations ranging from 75 points to an un-limited number of points.

More than 100 different drivers are available for communication with the various I / O devices (PLCs, RTUs, etc.).

Server Licences CT1011●● are purchased according to the number of points to be processed, not according to the number of I/O (1).
An expansion offer is available for any required increase in the number of data points of client and server licenses.

(1) Citect SCADA monitors all variables exchanged with external devices, e.g. PLC.

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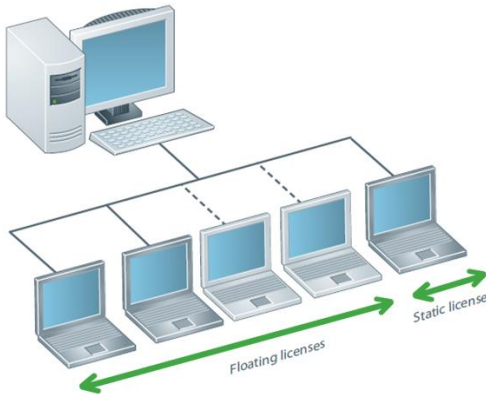
Client Licensing

The client licenses generally include the same number of data points as the server to which they are connected when purchased. Four client types are available:

Control Client, CT1020●●: The control client has full functionality to display each screen and to read and write any variable controlled by the SCADA system, it can also be installed as a web client.

View–Only Client, CT1030●●: The view-only client can display all information within the SCADA system, but cannot change any variables, it can also be installed as a Web client.

Static, floating and redundant client licences

A Client license can be static, floating or redundant dependent on requirements:
- **Static Client License**: For operators needing access to the system at all times, irrespective of the number of connections already established by other clients. A static Client licence provides permanent access to the system, as it physically resides in the key plugged into the client PC.
- **Floating Client licence**: Users who occasionally need to use a Client for opera-tor tasks can purchase Floating licences. Connections will be allowed until the number of valid licences is reached. Floating Client licences are stored on the key plugged into the server.
- **Redundant Client licence**: Redundant Client licences CT10●●88 are intended solely for the standby server in a redundant configuration. They are used to en-sure that the Client licences purchased are available.

Basic Package

The basic package CT109923 contains components, e.g. DVD, dongles and installa-tion instructions.

Rules for application:
- Each server requires a license for proper operation (software or hardware key),
- The server license can also be used to assign the floating client licenses,
- The license also determines the number of usable data points.

Software Support & Services – Customer FIRST

In addition to accessing technical support staff, the Customer Support program FIRST provides additional services and software tools to keep the existing Citect SCADA installations up-to-date with the software, ensuring trouble-free operation and high availability of monitored assets and facilities to ensure. The services include a variety of supportive measures for rapid troubleshooting in the event of failures, as well as proactive measures and consulting services for the modernization and expansion of existing installations, as well as assistance in planning new Citect SCADA architec-tures.

The software support is divided into four different performance classes: Primary, Standard, Premium and Elite. This considers the individual needs of the user and the operator, depending on whether they're own, qualified personnel are available to sup-port the existing Citect SCADA systems and to plan new installations and conversions or whether these services should be provided by AVEVA.

In addition to the standard scope of services of the various performance classes, fur-ther services can be arranged individually.

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Single architecture
for 5,000 data points

Architecture
Single-user system, 5,000 data points

Example: Single-user architecture for 5,000 data points.

Development Environment
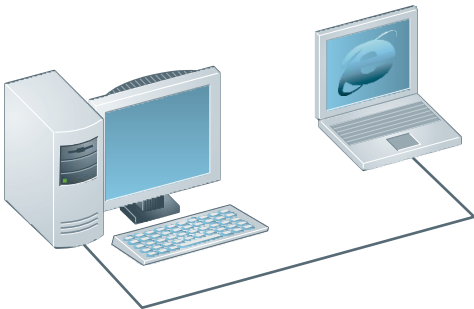1 x CT109923, basic package with CD and the USB dongle.

Server Licensing
1 x CT101114, server license for 5,000 data points, including server client (local Control Client type on the server PC).

Client Licensing
Not required as included in the server license.

Customer FIRST Support
CF-CIT-10-700 ●

Single-server architecture with Web View-Only Client
access for 15,000 data points

Remote server system with remote access via the Internet

Example: Single-server architecture with Web View Only Client access for 15,000 data points.

Development Environment
1 x CT109923, basic package with CD and the USB dongle.

Server Licensing
1 x CT101115, server license for 15,000 data points, including server client (local Control Client type on the server PC).

Client Licensing
1 x CT103099, Control Client license unlimited.

Customer FIRST Support
CF-CIT-10-700●

Single-server architecture with 1 web control client
and 1 web view-only client, for 500 data points

Network server system with remote clients (access via the Internet)

Example: Network server system, 500 data points, with 2 clients accessible via the Internet: a Web Control Client and a Web View Only Client.

Development Environment
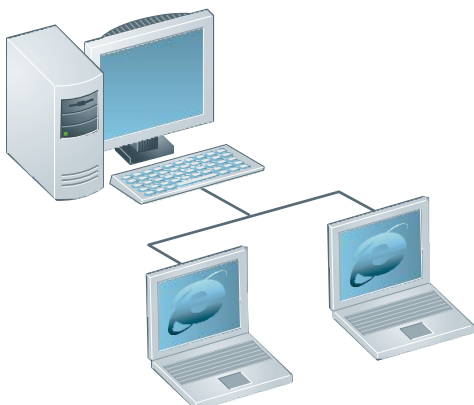1 x CT109923, basic package with CD and the USB dongle.

Server Licensing
1 x CT101112, server license for 500 data points, including server client (local Control Client type on the server PC).

Client Licensing
1 x CT102012, Control client license for 500 data points.
1 x CT103099, View Only client license unlimited.

Customer FIRST Support
CF-CIT-10-700●

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Single server architecture with 2 floating control client licenses and 1 static license, for 5,000 data points

Network server system with concurrent and computer-linked access

Example: network server system, 5,000 data points, with 5 PC clients and 3 client licenses, including 2 floating licenses and one static license.

Development Environment
1 x CT109923, basic package with CD and the USB dongle.
1 x CT109921, additional USB dongle for the computer-bound client.
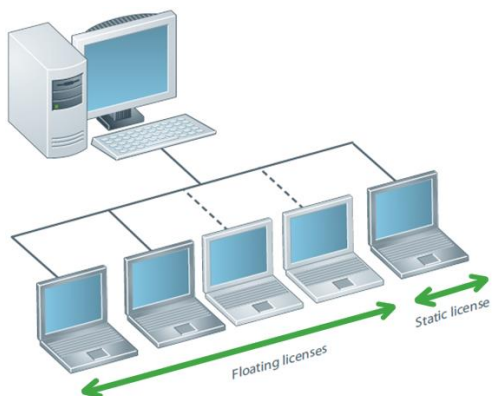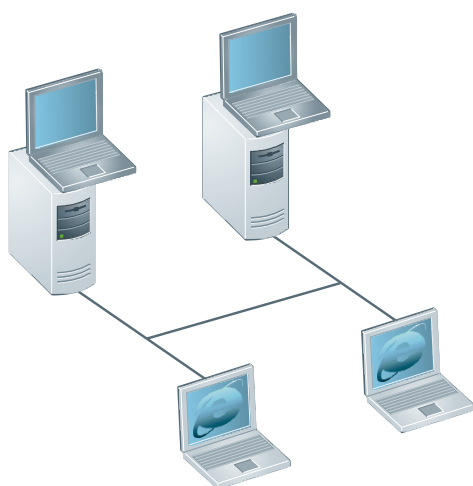
Server Licensing
1 x CT101114, server license for 5,000 data points, including server client (local Control Client type on the server PC).

Client Licensing
3 x CT102014, Control Client licenses for 5,000 data points.

Customer FIRST Support
CF-CIT-10-700●

Redundant architecture with 2 control clients on the Servers and 2 web view-only clients, for 1,500 data points

Redundant server with server Control Clients and web View Only Clients

Example: Redundant server, 1,500 data points, with 2 Control Clients on the servers and 2 Web View Only Clients.

Development Environment
1 x CT109923, basic package with CD and the USB dongle (dongle of primary Server).
1 x CT109921, additional USB dongle for the secondary server (standby)
(Rule: 1 dongle per server).

Server Licensing
2 x CT101113, server licenses with 1,500 data points, including server client.
☐   the first server is operated as a primary server,
☐   the second server is operated as a secondary server,
☐   a license must be placed on each dongle (primary and secondary).

Client Licensing
2 x CT103099, View Only Client licenses unlimited.
☐   These 2 licenses are to be distributed via the dongle of the primary server.

Redundant Client Licensing
2 x CT103088, redundant View Only Client License
☐   redundant floating licenses for View Only Client licenses,
☐   These two licenses are accessible via the dongle of the secondary server to distribute.

Customer FIRST Support
CF-CIT-10-700●

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Basic Package – Citect SCADA Box and Dongle

A Citect SCADA Box CT109923 contains:

- 1 DVD with Citect SCADA
- A USB-Dongle.
- All free communication drivers,

Basic Package Citect SCADA Box

Description	Included Dongle Type	Part Number
Citect SCADA Box with USB-Dongle	USB	CT109923
Citect SCADA Box (just DVD)	–	CT109925

Software Key for Citect SCADA

Description	Included Dongle Type	Part Number
Software Key	SW	CT109924

Additional Dongle for Citect SCADA

Description	Target License	Part Number
Additional USB-Dongle for Citect SCADA (1)	Redundant and static server license.	CT109921

(1) The ordering of additional USB dongles must always include a Citect SCADA Box CT109923 for transport purposes. A maximum of 20 USB dongles can be transported in one box.

Loan USB Dongle

Citect SCADA Loan USB dongles are available as a single-user license (one server license only) or as a multi-user license (one server plus a number of floating client licenses). When ordering for the first time, the desired dongle type must be ordered with:

- CT109923: Citect SCADA Box with USB-Dongle
- CT109924: Citect SCADA Software-Key

The loan dongle is limited to three months each and can be extended. For this, the dongle number (serial number) must be specified for subsequent orders.

Loan Dongle

Description	Included Licenses	Part Number
Loan Key Single User	1 x CT101199 Server Unlimited	CT109511
Loan Key Multiple User	1 x CT101199 Server Unlimited 7 x CT102099 Control Client 7 x CT103099 View Only Client	CT109512

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Citect SCADA HMI, Stand-Alone

A Citect SCADA HMI license is used to operate a stand-alone system. It is not net-workable and therefore neither available as a redundant version nor expandable with additional clients. All standard drivers are integrated for PLC communication.

A Citect SCADA HMI license can be converted into a full Citect SCADA license.

Stand-Alone Citect SCADA HMI

Citect SCADA HMI License		
Description	Number of Points	Part Number
Citect SCADA HMI The USB dongle or the SW key must be or-dered separately.	100	CT311156
	150	CT311111
	300	CT311127
	600	CT311159
	1,200	CT311150

Citect SCADA HMI Point Expansion

The following references are used to increase the number of data points for Citect SCADA HMI:
☐ Increasing the number of data points within the Citect SCADA HMI version,
☐ Increasing the number of data points and switching from Citect SCADA HMI to the complete version Citect SCADA Server.

Increasing the number of data points by Citect SCADA HMI		
Description	Number of Points	Part Number
Increasing the number of data points by Citect SCADA HMI	100 to 150	CT311156-11
	150 to 300	CT311111-27
	300 to 600	CT311127-59
	600 (1) to 1,200	CT311159-50

(1) Also for older HMI versions with 500 installed data points.

Switching from Citect SCADA HMI to Citect SCADA Server		
Description	Number of Points	Part Number
Expanding a Citect SCADA HMI to Citect SCADA Server	100 HMI to 150 Server	CTL56-F11
	150 HMI to 150 Server	CTL11-F11
	300 HMI to 500 Server	CTL27-F12
	600 HMI to 1,500 Server	CTL59-F13
	1,200 HMI to 1,500 Server	CTL50-F13

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Citect SCADA Server

The USB dongle or the software key on which the license is programmed must be ordered separately.
For the server, no further option is required.

Redundant System
For a redundant system 2 server licenses must be ordered.

Server License Citect SCADA		
Description	Number of Points	Part Number
Citect SCADA Server Complete version, the USB dongle or the software key must be ordered separately	75	CT101110
	150	CT101111
	500	CT101112
	1,500	CT101113
	5,000	CT101114
	15,000	CT101115
	50,000	CT101116
	Unlimited	CT101199

Citect SCADA Server

Citect SCADA Server Extensions

The following references are used to increase the number of data points on the server.

Citect SCADA Servers Extensions		
Description	Number of Points	Part Number
Citect SCADA Server Extensions	75 to 150	CT101110-11
	150 to 500	CT101111-12
	500 to 1,500	CT101112-13
	1,500 to 5,000	CT101113-14
	5,000 to 15,000	CT101114-15
	15,000 to 50,000	CT101115-16
	50,000 to Unlimited	CT101116-99

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Citect SCADA Control Client

The Citect SCADA Control Client licenses are intended for users who need full access. The licenses for these clients are marked according to the number of data points to be displayed. They can be used as:

☐ Floating License, residing on the server key.
☐ Static License, requiring a separate key on the client PC.

Redundant System

☐ The number of floating Clients ordered is added to the Primary Server key,
☐ For the Standby Server, the same number of redundant Web Control Client licenses, **CT102288,** must be ordered.

Citect SCADA Control Client License (from version V7.30 also for the Web Client)		
Description	Number of Points	Part Number
Citect SCADA Control Client License	75	CT102010
	150	CT102011
	500	CT102012
	1,500	CT102013
	5,000	CT102014
	15,000	CT102015
	50,000	CT102016
	Unlimited	CT102099
Redundant Citect SCADA Control Client License	Floating License Only	CT102088

Control Client Point Expansion

The references below are used for increasing the number of points on:

☐ Floating License, residing on the server key.
☐ Static License, requiring a separate key on the client PC.

Citect SCADA Control Client Point Expansion		
Description	Number of Points	Part Number
Citect SCADA Client Point Expansion	75 to 150	CT102010-11
	150 to 500	CT102011-12
	500 to 1,500	CT102012-13
	1,500 to 5,000	CT102013-14
	5,000 to 15,000	CT102014-15
	15,000 to 50,000	CT102015-16
	50,000 to Unlimited	CT102016-99
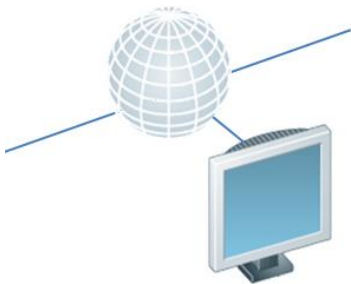
Citect SCADA Control Client

Citect SCADA Web Control Client
(for older versions, prior to V7.30)

The Citect SCADA Web Control Client licenses are intended for users who require full access and who prefer the flexibility of Internet access. These client licenses are marked according to the displayed number of data points and must be floating licenses (distribution via the server dongle).

Redundant System
□　The number of floating Clients ordered is added to the Primary Server key,
□　For the Standby Server, the same number of redundant Web Control Client licenses, **CT102288,** must be ordered.

Citect SCADA Web Control Client (for older versions, prior to V7.30)		
Description	Number of Points	Part Number
Citect SCADA Web Control Client License	75	CT102210
	150	CT102211
	500	CT102212
	1,500	CT102213
	5,000	CT102214
	15,000	CT102215
	Unlimited	CT102299
Citect SCADA Redundant Web Control Client License	Floating license only	CT102288

Citect SCADA Web Control Client

Web Control Client Point Expansion
(for older versions, before V7.30)

The references below are used for increasing the number of points on the Server holding the hardware key.

Web Control Client Point Expansion (for older versions, before V7.30)		
Description	Number of Points	Part Number
Citect SCADA Web Control Client Point Expansion	75...150	CT102210-11
	150 to 500	CT102211-12
	500 to 1,500	CT102212-13
	1,500 to 5,000	CT102213-14
	5,000 to 15,000	CT102214-15
	15,000 to Unlimited	CT102215-99

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Citect SCADA View Only Client

The Citect SCADA View Only Client license is used to display applications, changes cannot be made ("View Only" client). This client license is always designed for an Un-limited Data Point Count. The following license types are available:

☐ Floating licence, residing on the Server key

☐ Static licence, requiring a separate key on the client PC.

Redundant System

☐ The number of floating Clients ordered is added to the Primary Server key,

☐ For the Standby Server, the same number of redundant Web Control Client li-censes, **CT102288,** must be ordered.

Citect SCADA Web Control Client (for older versions, prior to V7.30)		
Description	Number of Points	Part Number
Citect SCADA View Only Client License	Unlimited	CT103099
Redundant Citect SCADA View Only Client License	Floating license only	CT103088

View Only Client Point Expansion (for older versions, prior to V7.30)

The following references are used to increase the number of data points on:

☐ Floating License, residing on the server key.

☐ Static License, requiring a separate key on the client PC.

Citect SCADA View Only Client Point Expansion (for older versions prior to V7.30)		
Description	Number of Points	Part Number
Citect SCADA View Only Client Point Expansion for older Versions	Unlimited	CT103099-99

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Citect SCADA Web View Only Client
(for older versions, prior to V7.30)

The Citect SCADA Web View Only Clients licenses are intended for users who need to view the application over an Internet connection without interference. This client license is always designed for an unlimited number of data points and can only be used as floating licenses (distribution via the server dongle).

Redundant System:
- The number of floating Clients ordered is added to the Primary Server key,
- For the Standby Server, the same number of redundant Web Control Client licenses, CT102288, must be ordered.

Citect SCADA Web View Only Client License (for older versions prior to V7.30)		
Description	Number of Points	Part Number
Citect SCADA Web View Only Client License	Unlimited	CT103299
Redundant Citect SCADA Web View Only Client License	Floating license only	CT103288

Web View Only Client Point Expansion
(for older versions, prior to V7.30)

The references below are used for increasing the number of points on the Server holding the hardware key.

Citect SCADA Web View Only Client Point Expansion (for older versions prior to V7.30)		
Description	Number of Points	Part Number
Citect SCADA Web View Only Client Point Expansion for older versions	Unlimited	CT103299-99

Citect Anywhere – Mobile Clients
General

Access to an existing Citect SCADA system is usually required where facilities and operations have greater distribution and expansion. With a mobile client solution, the operator as well as the operating and maintenance staff have access to all important information and an overview from any location. Citect Anywhere ensures secure access without the need to install special client software for it on the mobile devices (tablet, smartphone).

An HTML5-capable Internet browser as well as an existing connection to the Citect SCADA system (for example via WLAN or via the Internet (VPN)) are sufficient for this. The Citect SCADA application is then displayed on the mobile device in a resolution that can be selected during connection.

Architecture

Citect Anywhere builds on a Microsoft Remote Desktop Services architecture (Terminal Server). For each mobile client, a separate environment (session) is started on the Remote Desktop Host. A corresponding number of available and free client licenses for both the Microsoft Remote Desktop Services and for Citect SCADA is required for a successful connection (see System Requirements).

Security Features

Citect Anywhere includes built-in security features for secure access to the Citect SCADA system to protect against unauthorized access. Specifically, these features provide:

☐ Integrated Microsoft Windows® Active Directory Authentication
☐ Encryption using Secure Socket Layer (SSL)
☐ A simple installation of the Citect Anywhere access portal in a demilitarised zone (DMZ) via a secure gateway
☐ Authorisation levels for the portal (read, read + write only)

System Requirements & Compatibility

The Citect Anywhere access portal is made available via a server PC. The following components must be installed on this server:

☐ Microsoft Windows® Server Operating System, (Server 2008 R2, 2012 R2)
☐ Microsoft Remote Desktop Services (RDS) Licensing
  (Client Access Licenses = CALs)
☐ Citect SCADA V7.20 Service Pack 5 or higher
☐ Citect SCADA Client License (Control Client, View Only Client)
☐ Citect Anywhere License

Citect Anywhere requires an HTML5 compatible internet browser for the client, e.g.

☐ Internet Explorer® 10 or higher
☐ Microsoft® Edge
☐ Safari® 8 or higher (iPad and iPhone)
☐ Chrome™ 33 or higher (Desktop or Android Version)

Ordering

Citect Anywhere is available in a pack of 5 licences.

Citect Anywhere for Citect SCADA

Description	Part Number
Citect Anywhere 5 User Pack	CT305511

Specialty Drivers & Options

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Specialty Drivers for Citect SCADA

The Citect SCADA offer includes a large number of drivers as standard.
However, for copyright reasons, some drivers have a specific reference and must be ordered separately.
The purchase of a specific driver includes access to the appropriate technical support for the driver for one year.

Specialty Drivers for Citect SCADA

Description	Protocol	Part Number
Special Drivers for Citect SCADA	IEC 60870-5-104	CT305141
	PSDirect ETH	CT305140
	PSDirect MPI	CT305142
	Bailey	CT305144
	CtAPI	CT305148
	MOSCAD	CT305149
	Siemens S7TCP	CT305152

Note: Before ordering a Citect SCADA specialty driver, please contact our Team.

+Facilities

The +Facilities package includes the building library as well as two additional drivers for connecting typical building communication units:
☐ BACnet
☐ KNX

Description	Part Number
+Facilities	CT305501

+PowerConnect

The +PowerConnect package contains drivers for connecting energy meters and pro-tection devices:
☐ Power Modbus
☐ Power Logic
☐ IEC61850 (Edition 1)

Description	Part Number
+PowerConnect	CT305503

Other Options

Description	Part Number
OPC Server License (10 connections are included in each license)	CT104188
CtAPI License (10 connections are included in each license)	CT104288

Software Support & Services – Customer FIRST
General

In addition to accessing technical support staff, the Customer Support program FIRST provides additional services and software tools to keep the existing Citect SCADA installations up-to-date with the software, ensuring trouble-free operation and high availability of monitored assets and facilities to ensure. On the one hand, the services include various support measures for a quick troubleshooting in the event of failures, but also forward-looking measures and consulting services for the modernization and expansion of existing installations as well as assistance with the planning of new Citect SCADA architectures.

Depending on the time of day and the availability of the Software Support Team, consulting and support services are only available in English.

Depending on the support performance class, software support includes, but is not limited to (some of the listed services are also chargeable):
- [ ] Technical support by phone or via the web portal via chat and case management (1)
- [ ] Access to web portal (2) with knowledge base (Knowledgebase), driver library, toolbox and detailed product information (3)
- [ ] Access to service packs, patches, updates as well as current and older software versions via the download area of the web portal
- [ ] Free upgrade of the existing software versions Citect SCADA to the latest version
- [ ] "Software Asset Manager (SAM)" software tool for the online acquisition of the versions of all networked Citect SCADA stations, with the possibility of remote updates
- [ ] Special development and trial licenses
- [ ] online training videos and virtual classrooms (3)
- [ ] Planning and consulting services for new installations, upgrades and upgrades (4)
- [ ] privileged accessibility and access
- [ ] On-site support (emergency, troubleshooting, engineering recommendations, commissioning) (4)

The software support is always "Site" based and not aligned with the one or more software protection dongle (USB or SW key). A "site" may comprise an entire plant or a separate plant area, a property (eg hospital, campus, exhibition center, sewage treatment plant, etc.) or a physically closed unit monitored by the Citect SCADA installation (eg tunnel, lock , Ship, single building, etc.). To calculate the fees, the cumulative license costs of all dongles assigned to a "Site" are used.

Support Levels

The software support customer FIRST is divided into four different performance classes: Primary, Standard, Premium and Elite.
This takes into account the individual needs of the user and the operator, depending on whether your own qualified personnel are available for the support of the existing Citect SCADA systems as well as for the planning of new installations and conversions, or whether these services are to be provided by AVEVA. The authorizations, services and functions contained in the various performance classes are shown in the following matrix:

(1) Online contacts via the web portal are only available in English.
(2) Access to the web portal is also possible via a separate app (Android, iOS).
(3) These services are available in English only.
(4) On request, there are additional costs.

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Included Services	Primary	Standard	Premium	Elite
Technical Support And Services				
Business Hours Technical Support	•	•	•	•
Online Case Management and Knowledgebase	•	•	•	•
Online Training (How-to Videos)	•	•	•	•
Emergency Onsite Response Plan Commitment (1)	NBD (2)	NBD (2)	24hrs	4hrs
Discount on Technical Support Consulting Services		10%	10%	20%
Emergency 24 Hour Technical Support (24/7)			•	•
Support Usage and Summary reports			•	•
Call and Case Prioritisation			•	•
Contract Management / Performance Reviews per year			1	2
Software Maintenance And Utilities				
Software Maintenance Releases, Service Packs, Patches, Upgrades and Hotfixes	•	•	•	•
Software Version Upgrades and Revisions		•	•	•
Software Asset Manager		•	•	•
Discount on Test and Offline Development System Licenses			•	•
Software License Replacement				•
Additional Benefits: Minimum Contract Spend Required				
Included Citect SCADA / Citect Historian / Ampla Training (Classroom (3), Recorded or Virtual Instructor-led)			1 Seat (4)	2 Seats (4)
Block of Technical Support Consulting Services			16hrs (4)	24hrs (4)
Complementary Invitations to AVEVA Customer Events			2	5
Technical Account Management Team			•	•
Annual Lifecycle Assessment and Upgrade Planning Roadmap			•	•
Planning and Technical Consultation			•	•
Optional Services (Additional Charges)				
Upgrade and Migration Planning	•	•	•	•
Consulting Services for cross-product application solutions		•	•	•
Resident on-site Engineer			•	•
Consulting Services for Implementation and Commissioning			•	•
Application cloning service for Testing and Troubleshooting				•

(1) Includes the provision of an employee, plus costs for engineering and expenses.
(2) If accepted by the technical support team before 12:00, then postponed to the next working day.
(3) Does not include the costs for the arrival / departure to the venue and for accommodation and meals. Trainings in the "training room" include basic and expert seminars Citect SCADA / Citect Historian, possibly as a workshop.
(4) These values correspond to the included services and individual costs can be applied for extended periods.

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Term, Extensions & Reinstatement

The regular term for the software support is 12 months from order, longer terms are possible at the beginning, and can be requested if required. Prior to the support expiration, Software Support can be seamlessly extended for another year. If an extension of the software support is not used, it will be deemed to have expired for the relevant "Site" with all assigned dongles and the claims for the included authorizations, services and functions expired.

Outdated software support can be reactivated at a later date by means of a recovery fee. The fee rate for the calculation of the recovery fee is based on the time difference between the regular expiration date and the resumption date.

The license costs of a "Site" are formed from the accumulated licenses of all USB and SW dongles assigned to a "Site", valued at current list prices.
In addition to the resume fee, the Software Support fee will be added to the following 12 months in the respective performance class.

Support Fees

The support fees for the four different performance classes are calculated according to the cumulative license costs of a "Site" (sum of licenses in all USB and SW dongles assigned to a "Site") and the respective percentage rate of charge:
- Customer FIRST Primary Support: 15%
- Customer FIRST Standard Support: 17%
- Customer FIRST Premium Support: 20%
- Customer FIRST Elite Support: 23%

To calculate the fees, the license costs of all dongles assigned to a "Site" are accumulated. These are then charged with the respective fee rate.

Optional Services

For the optional services listed, a valid software support contract in the respective designated performance class is required as a prerequisite.
Optional services are custom designed and submitted through a separate offer.

Other services – reprogramming of dongles

Changes to the configuration stored in the software protection dongle require reprogramming. For this purpose, a new code is stored in the USB or SW key. Reprogramming Citect SCADA donggles is required:
- When adding Clients,
- When migrating from a Citect SCADA HMI license to a full Citect SCADA Server License,
- When switching from a parallel port dongle to a USB dongle,
- When switching from a USB to a software dongle (only from version v7.30)

CITECT SCADA
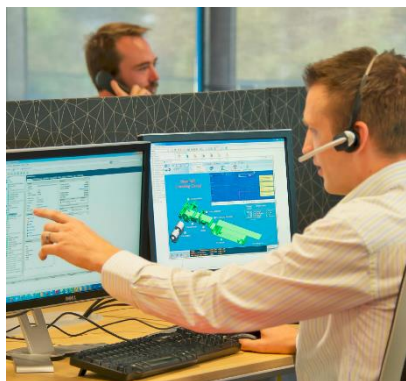
Ordering Software Support Customer FIRST

The Ordering for the Software Support Customer FIRST are divided into the four different performance classes for the initial purchase and the corresponding renewal.

Software Support Customer FIRST for Citect SCADA			
Description	Service	Part Number	List Price %/Installation
Software Support Customer FIRST New Contract	Customer FIRST Citect SCADA Primary Level	CF-CIT-10-7000	15%
	Customer FIRST Citect SCADA Standard Level	CF-CIT-10-7001	17%
	Customer FIRST Citect SCADA Premium Level	CF-CIT-10-7002	20%
	Customer FIRST Citect SCADA Elite Level	CF-CIT-10-7003	23%

Software Support Customer FIRST for Citect SCADA – Renewal			
Description	Service	Part Number	List Price %/Installation
Software Support Customer FIRST Renewal	Customer FIRST Renewal Citect SCADA Primary Level	CF-CIT-10-7000R	15%
	Customer FIRST Renewal Citect SCADA Standard Level	CF-CIT-10-7001R	17%
	Customer FIRST Renewal Citect SCADA Premium Level	CF-CIT-10-7002R	20%
	Customer FIRST Renewal Citect SCADA Elite Level	CF-CIT-10-7003R	23%

Other Services – Reprogramming a Citect SCADA USB Dongle	
Description	Part Number
Citect SCADA USB Dongle Reprogramming	CT109401
Parallel/USB Dongle Exchange (and vice versa)	CT109403

Dream Report
Reporting Software

CITECT SCADA

Dream Report® Reporting Software
General

Dream Report is a powerful and easy-to-use reporting software that generates individual reports from database queries. In addition to text content, graphic elements (smart objects) are supported for the report generation, which can be easily placed in a report template via a tool bar. There are graphical elements, for example:

☐ Single values, combined values, table of values,

☐ Bar and pie charts,

☐ Trend displays,

☐ File and Time Information.

No programming is required for these graphic elements; they are configured solely by specifying the data source and, when required, the calculation formula.

Integrated Functionality

In addition to the usual reports such as Shift Report or Batch Report, Dream Report provides a number of statistical functions for analyzing the collected data:

☐ Value Calculations (Minimum, Maximum and Average Values, Standard Deviation, etc),

☐ Frequencies, Duration of Values,

☐ Value Transitions, Value Pulses,

☐ Alarm Counter.

For the individual design of a report further functions for character strings, own formulas, as well as the backup and forwarding of generated reports are available. The following output format file types and destinations can be selected:

☐ PDF (Portable Document Format, Adobe),

☐ HTML5 (required for viewing in an Internet Browser, Internet Information Server IIS required),

☐ Microsoft Excel,

☐ Send as email,

☐ Send to printer.

Communication and Interfaces

With a library of more than 70 communication drivers and interfaces, Dream Report offers the ability to connect many automation and IT systems through proprietary interfaces as well as industry and business standards. When included as part of a Citect SCADA license (bundle), access is only provided to a Citect SCADA data source (variables, trends and alarms). When using the full version, connections to other data sources and databases are also available.

Industry Standards
These include widely used communication protocols such as e.g. Modbus, but also open standards like OPC-DA, OPC-AE and OPC-HDA. This ensures the connection to many automation devices (SCADA, PLC, DCS).

Business Standards
Common standards in reporting tools include Microsoft Excel and Comma Separated Values (CSV) files. The latter can be processed automatically by Dream Report (read & import automatically). Another option is to establish direct connections to local or remote databases via ODBC or OLE-DB. Dream Report monitors both historical data records and alarm messages.
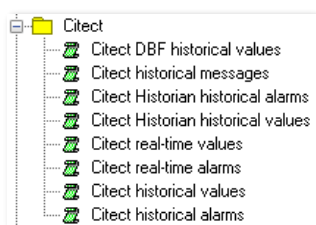
CITECT SCADA

High Availability

Dream Report has built-in redundancy capability, which ensures availability of reporting capabilities even in the event of a component failure. For example, if the preselected printer for output fails due to an error, Dream Report forwards the output to an alternate printer. If the primary Dream Report Report Server becomes unavailable because of an error, the second, redundant report server automatically takes over.

Licensing Model

Dream Report is a software solution based on a workplace-oriented licensing model. If reports are to be generated and stored on a computer, this workstation requires a license. This is scalable according to the number of variables used by the data sources (tags), as well as the number of concurrent users that retrieve reports via the Web Portal (Web Clients).

Dream Report is available in two different license variants:
- as part of a Citect SCADA license (bundle),
- as individual software (stand-alone).

As part of a Citect SCADA license (bundle variant), the connection to a data source of the type Citect SCADA is limited (variables, trends and alarms). The variation in the number of variables (tags) in this variant includes 75, 150, 500, 1,500, 5,000, 15,000, 50,000 and an Unlimited number of variables. This is based on the same grading model as for the Citect SCADA Server licenses. For the bundle variant, extensions of the number of variables to a higher license are possible.

As individual software (stand-alone), all communication drivers and interfaces are available for connecting various data sources and databases. In this variant, gradations of 50, 250, 500, 1,000, 2,000, 5,000, 10,000 and an Unlimited number of variables are available. Extensions of the number of variables are not available for this variant.

Dream Report reporting software users have Web client connections available. The number of simultaneously connected users via the web portal is divided into 2, 5, 10, 25, 50 and 100 Web Client licenses. Some license sizes of the Dream Report base software already include a number of web clients. These can be extended as needed.

When purchasing a Dream Report license for the first time, the conclusion of a support contract is obligatory.

License Protection

Dream Report supports only software licensing, an option for USB dongle is not available.
If a Dream Report license together with a Citect SCADA license is to be saved on a common license key, then software key licensing for Citect SCADA is also required.

Support Services

For each Dream Report license, the purchase of a 12-month support contract is mandatory. During this time, the support contract will provide support through telephone support, free version updates and access to software patches. Support for Dream Report is not included in the support contract for Citect SCADA and will be ordered separately.

Dream Report
Reporting Software (Cont.)
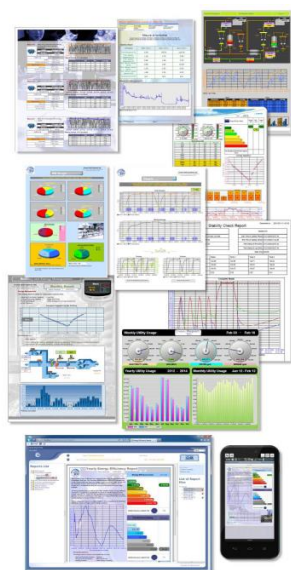
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Dream Report References

Dream Report is available in two different license variants:
- as part of a Citect SCADA License (Bundle),
- as individual Dream Report software (Stand–alone).

In the variant as part of a Citect SCADA license (bundle), access is restricted to a data source of the type Citect SCADA (variables, trends and alarms). Point Expansions to the next higher license are possible.

In the variant as individual software, connections to other data sources and databases are possible. Point Expansions are not available.

For the users of the Dream Report reporting software, web client connections are available. The number of web clients is the number of concurrent connections to the web portal. Some Dream Report licenses already contain a number of web clients, which can be increased by using the corresponding order numbers.

Dream Report Bundled with Citect SCADA License (Bundle)

Description	Number of Report Tags	Included Web Clients	Part Number
Dream Report Bundle	75	–	CTDR210001
	150	–	CTDR210002
	500	–	CTDR210003
	1,500	1	CTDR210004
	5,000	2	CTDR210005
	15,000	2	CTDR210006
	50,000	5	CTDR210007
	Unlimited	5	CTDR210008

Expansions of Dream Report Bundled with Citect SCADA License (Bundle)

Description	Number of Report Tags	Included Web Clients	Part Number
Dream Report Bundle Expansions	75 to 150	–	CTDR210020
	150 to 500	–	CTDR210021
	500 to 1,500	1	CTDR210022
	1,500 to 5,000	2	CTDR210023
	5,000 to 15,000	2	CTDR210024
	15,000 to 50,000	5	CTDR210025
	50,000 to Unlimited	5	CTDR210026

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Dream Report References (Cont.)

Dream Report Single Software (Stand-alone)

Description	Number of Report Tags	Included Web Clients	Part Number
Dream Report Individual Software	50	–	CTDR210009
	250	–	CTDR210010
	500	–	CTDR210011
	1,000	1	CTDR210012
	2,000	1	CTDR210013
	5,000	2	CTDR210014
	10,000	2	CTDR210015
	Unlimited	5	CTDR210016

Dream Report Web Clients

The number of web clients is available in increments of 2, 5, 10, 25, 50 and 100 concurrent connections to the web portal. The number of web clients already included in some Dream Report licenses can be increased with the corresponding order number.

Dream Report Web Clients

Description	Included Web Clients (concurrent connections)	Part Number
Dream Report Web Clients	2	CTDR120001
	5	CTDR120002
	10	CTDR120003
	25	CTDR120004
	50	CTDR120005
	100	CTDR120006

Dream Report Support Services

For each Dream Report license, the purchase of a 12-month support contract is mandatory. During this time, the support contract will provide support through telephone support, free version updates and access to software patches. Support for Dream Report is not included in the support contract for Citect SCADA and will be ordered separately.

The fees for the first Dream Report Support Service as well as for the extension for another 12 months amount to 17% of the total license price of a Dream Report installation.

Dream Report Support Services

Description	Part Number
Dream Report Support Services	CF–DR–20–7001
Dream Report Support Services Renewal	CF–DR–20–7001R

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✓	**Supported**	
✗	**Not Supported**	
¤	**Not confirmed at this time**	

	Citect SCADA					
Operating System	**2018**	**2016**	**2015**	**7.40**	**7.30**	**7.20**
Windows® Server 2016	✓ (Note 4)	✓ (Note 4)	¤	¤	¤	¤
Windows 10	✓ (Note 5, 6)	✓	✓ (Note 3)	¤	¤	¤
Windows Server 2012 R2	✓	✓	✓	¤	¤	✓ (Note 1)
Windows 8.1	✓ (Note 5)	✓	✓	¤	✓ (Note 2)	✓ (Note 1)
Windows Server 2012	✓	✓	✓	✓	✓ (Note 2)	✓ (Note 1)
Windows 8	✓ (Note 5)	✓	✓	✓	✓	✓ (Note 1)
Windows Server 2008 R2 SP1	✓	✓	✓	✓	✓	✓
Windows 7	✓ (Note 5)	✓	✓	✓	✓	✓
Windows Server 2008	✗	✗	✗	✓	✓	✓
Windows Vista	✗	✗	✗	✓	✓	✓

NOTE 1 – Requires Citect SCADA 7.20 Service Pack 5 installed for Windows 8.1 & Windows Server 2012 R2 compatibility

NOTE 2 – Requires Citect SCADA 7.30 Service Pack 1 installed for Windows 8 and Windows Server 2012 compatibility

NOTE 3 – Requires Citect SCADA 2015 Service Pack 1 installed for Windows 10 compatibility

NOTE 4 – For availability of drivers compatible with Windows Server 2016, please check DriverWeb on the SCADA & MES Support website

NOTE 5 – Support for 64-bit Windows only

NOTE 6 – Support for Windows 10 version 1607 and higher

CITECT SCADA

	Interoperable
✓	Interoperable
✗	Not Interoperable
¤	Not confirmed at this time

		Citect Historian					Ampla (Note 1)						
		2016	4.50	4.40	4.30	4.20	2018 R1	2016 R1	2016	2014 R2	2014	2013	5.2
Citect SCADA	2018	✓	¤	¤	✗	✗	✓	✓	✓	¤	¤	¤	¤
	2016	✓	¤	¤	✗	✗	✓	✓	✓	¤	¤	¤	¤
	2015	✓	✓	¤	✗	✗	✓	✓	✓	✓	✓	✓	✓
	7.40	✓	✓	✓	¤	✗	¤	✓	✓	✓	✓	¤	✓
	7.30	✓	✓	✓	¤	✗	¤	✓	✓	✓	✓	✓	✓
	7.20	✓	✓	✓	✓	✓	¤	✓	✓	✓	✓	✓	✓

		Wonderware System Platform (Note 2)		Wonderware Historian (Note 2)		Wonderware eDNA Historian (Note 2)	Wonderware Alarm Adviser (Note 2)		Citect Anywhere	
		2017	2014 R2	2017	2014 R2	2017	2017	2014 R2	1.1	1.0
Citect SCADA	2018	✓	✓	✓	✓	✓	✓	✓	✓	✓
	2016	✓	✓	✓	✓	✓	✓	✓	✓	✓
	2015	✓	✓	✓	✓	✓	✓	✓	✓	✓
	7.40	✓	✓	✓	✓	✓	✓	✓	✓	✓
	7.30	✓	✓	✓	✓	¤	✗	✗	✗	✗
	7.20	✓	✓	✓	✓	✓	✓	✓	✓ (Note 3)	✓ (Note 3)

NOTE 1 – Ampla versions 2013 and later will interoperate with Citect SCADA via OPC DA Connector only
NOTE 2 – Product interoperability assumes latest version of connector
NOTE 3 – Requires Citect SCADA 7.20 Service Pack 5 installed when using Secure Gateway

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Citect
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Open, flexible and scalable SCADA system with a variety of uses.

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