



Free Remote Access Licenses for iFIX and CIMPLICITY Customers

Enable Your Remote Workforce

March 2020



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What is it?

To assist our customers with the COVID-19 pandemic, GE Digital is offering no-cost, 90-day licenses for our solutions that will allow customer workforces to access their iFIX and CIMPLICITY HMI/SCADA applications from remote locations.

GE Digital is making available to all iFIX and CIMPLICITY HMI/SCADA software customers a free 90-day client license for:

- Proficy WebSpace for iFIX
- iClient Thin – Terminal Services
- iClient Thick
- Proficy WebSpace for CIMPLICITY
- CIMPLICITY Viewer with Terminal Services option
- CIMPLICITY Viewer

How do I request the license(s)?

In order to get your no-cost temporary license, please contact your local authorized GE Digital partner or send a request to GEDigitalSalesSupport@ge.com and provide the following information:

- Your existing GE Digital Customer Service Number (CSN)
- Name and e-mail where you want the temporary software and license emailed
- The specific product and quantity that you need (Proficy WebSpace for iFIX, iClient Thin – Terminal Services, iClient Thick, Proficy WebSpace for CIMPLICITY, CIMPLICITY Viewer with Terminal Services option, CIMPLICITY Viewer)
- If you are emailing your request to our Support organization (GEDigitalSalesSupport@ge.com), please use **“Temporary Remote Worker License”** in the Subject line.

You will receive a link with a serial number and an activation code, as well as instructions to download the software.

You can install the software and licenses on your own, or you can contact your local channel partner, GE Digital sales representative or integrator of choice to help with install.

IMPORTANT:

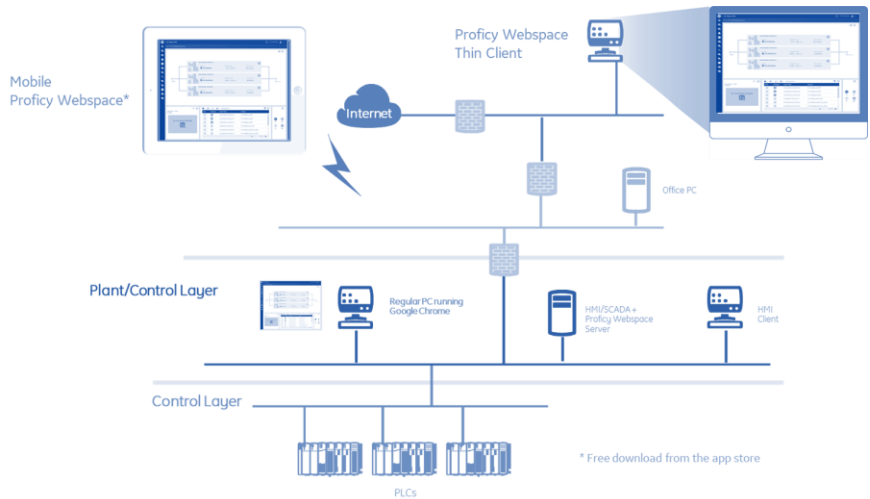
For configuration assistance with iFIX and CIMPLICITY:

- Contact your local GE Digital representative regarding your specific requirement needs
- Refer to [GE Digital product documentation](#)
- Refer to the [iFIX Configuration Guide](#)

Proficy Webpace overview

Proficy Webpace offers an easy-to-use, full-featured Web and mobile client that enables you to extend, expand, and enhance your iFIX or CIMPLICITY applications. It enables full control and visualization over your Intranet or secure Internet without the need to change or alter your software application and can be set up within minutes.

Proficy Webpace is a client/server application. No installation is required on the client side. Local or remote users connect using a Web browser plug-in. An app is also available for Apple iOS and Google Android devices.



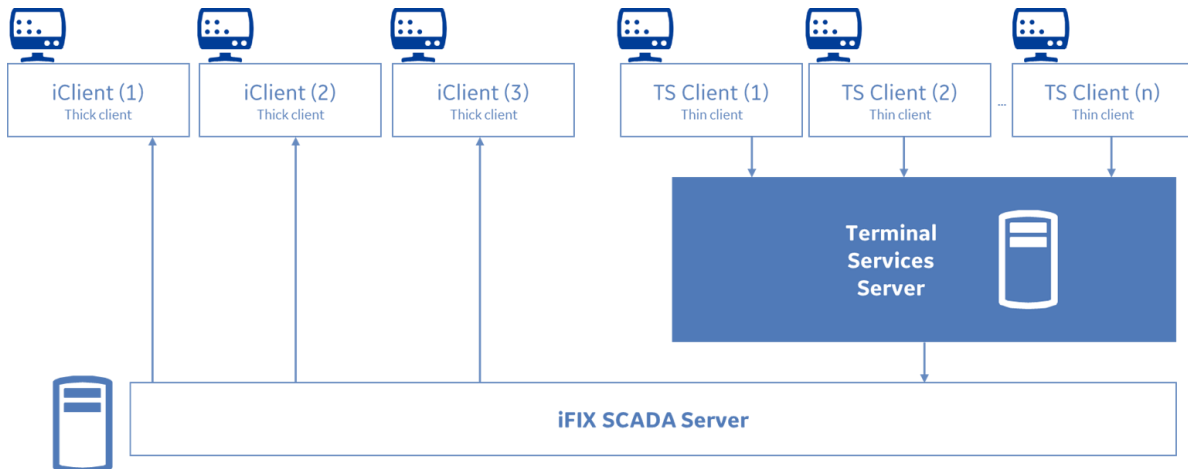
Terminal Services / RDS overview & key features

Remote Desktop Services, known as Terminal Services in Windows Server 2008 and earlier, is one of the components of Microsoft Windows that allows a user to take control of a remote computer or virtual machine over a network connection.

This is a client/server application. No installation is required on the client side. Local or remote users connect through a Terminal Services client.

If the Terminal Services server is installed on the same node as the SCADA, there is a maximum number of clients supported in such a configuration. If more are required, then a separate Terminal Services server must be installed. Note that the Terminal Services licensing is based on CALs (Client Access Licenses). A CAL is a unique connection from a Terminal Services client to the Terminal Services server. You will need as many CALs as concurrent users.

ALL the capabilities of iFIX/CIMPLICITY are available, including the development of applications (a development license is required on the HMI/SCADA side).



FAQs

Question	Answer
<i>What are the pre-requisites for iFIX and CIMPLICITY?</i>	A valid server license of either iFIX or CIMPLICITY is required
<i>Is there a limit on the number of clients on the 90-day license?</i>	No. You can order as many as you need. Both Webspaces and TS licensing is based on concurrent users. Refer to product documentation for guidance on technical requirements or limitations related to your specific application.
<i>What happens if I have to increase the client count of an existing license?</i>	Your request should be for the total quantity you need (current count plus the additional). You'll receive a temporary license for the total quantity. Keep both license; simply de-activate your current license and activate your new temporary license. Upon or before the expiration date of this new license, reverse the procedure.
<i>What versions can benefit from this special offer?</i>	All the currently supported versions of CIMPLICITY and iFIX are included. <ul style="list-style-type: none">• iFIX 5.5*, 5.9, 6.0, 6.1• CIMPLICITY 9.5, 10, 11 *end of support in March 2022
<i>Can Proficy Webspaces be installed on the same server as the HMI/SCADA?</i>	Yes. Proficy Webspaces has many flexible configuration topologies and can be installed either on an independent dedicated server or your main application server.
<i>What if I want to install Webspaces as a stand-alone server? Do I need an extra iFIX / CIMPLICITY license?</i>	The stand-alone version includes a single iFIX or CIMPLICITY Client license with Read-Only Option for iFIX
<i>Can Proficy Webspaces run in a virtual environment?</i>	Yes. It provides full VM support including VMware ESXi and Microsoft Hyper-V.
<i>Is Proficy Webspaces available for mobile devices?</i>	Yes. Download the dedicated free App from either the Apple App Store or the Android Store for immediate access thru a tablet or a smart phone. iOS Client requires a device running iOS 8.0 or later, including the iPad, iPhone, and iPod Touch. Both WiFi and 3G models are supported Android Client requires Android 5.0 or later with a WiFi or 3G connection. Android Client only supports ARM processors
<i>Can Terminal Services be installed on the same server as the HMI/SCADA?</i>	Yes. Terminal Services has many flexible configuration topologies and can be installed either on an independent dedicated server or your main application server. However, you can only install 3 clients on the SCADA server node.
<i>I don't know my CSN. Where can I find it?</i>	Contact your local representative or e-mail our support organization as stated above and provide as much information as you can: company and contact details, e-mails, etc.

Note: This offer and its specifications are subject to change.



About GE

GE (NYSE: GE) is the world's Digital Industrial Company, transforming industry with software-defined machines and solutions that are connected, responsive and predictive. GE is organized around a global exchange of knowledge, the "GE Store," through which each business shares and accesses the same technology, markets, structure and intellect. Each invention further fuels innovation and application across our industrial sectors. With people, services, technology and scale, GE delivers better outcomes for customers by speaking the language of industry.

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