



AT33 IND™ Enterprise Software Q&A

1. **What is AT33 IND™ computer software and AT33 IND Enterprise™ computer software?**
 - a. AT33 IND™ instrument and computer software is used for testing three phase AC motors with squirrel-cage rotor motors <1000V. These software products are used to analyze individual motor test results and then perform long-term trending to be used as part of a Predictive Maintenance process. The actual test is done using the ALL-TEST PRO 33 IND™ Motor Circuit Analysis instrument and the results are uploaded, via a USB interface, to a computer running the AT33 IND™ software or AT33 IND™ Enterprise software.
2. **What does a single user license mean?**
 - a. Standard AT33 IND™ software comes with a single user license. The single user license means the client (the actual application- user interface) and the database must reside on the same computer. The single user license database must reside on C: drive of the local computer and cannot be installed onto a remote server computer. However, the database can be backed up to a remote computer for security purposes.
3. **What kind of database is supplied with a single user license of AT33 IND™ software?**
 - a. H2.
4. **How much files space is required for the database?**
 - a. The database files are small; therefore, a thousand test records with associated data might take a few MB.
5. **How does the Enterprise version work?**
 - a. The AT33 IND™ Enterprise client software can be installed onto as many client computers as needed, however, the number of concurrent users (number of people that can be accessing the shared database at the same time) is limited to the number of user licenses that was purchased. This is controlled by the software and is setup prior to sending the software installation files to you. Therefore, if you purchase software with 10 user licenses you can install the software onto 100 client computers, but only 10 users can have access to the database concurrently.
We support the following databases for AT33 IND™ Enterprise software - MS SQL Server 2008, 2012, and 2016 or Oracle 11G & 12C. AT33IND™ Enterprise SQL is the default version that will be delivered unless specified before purchase.
6. **What if I already have a server-based database program?**
 - a. Many large companies already have a server-based database program that is used for other applications and the cost to purchase and maintain these can be substantial. Even though MySQL is a free option for a SQL database server, large companies might want to use their existing database instead of installing and maintaining a new database, such as a free version of MySQL database. Commonly used large-scale databases are sold and maintained by companies like Oracle and Microsoft. It is possible for us to work with other SQL databases by modifying the AT33 IND™ Enterprise Application Program Interface (API) to work with specifics for their existing database. In some cases, this work is minor and will not require an additional charge on our part to implement. However, we have had special requests in the past for modification work, so an extra charge may be assessed depending upon the time required to do the work.
7. **Are there additional requirements for the SQL server due to the AT33 IND Enterprise™ software?**
 - a. No. We do not install software onto your server. The client software (AT33 IND™ Enterprise) will communicate directly to the database from the local computer. Therefore, as part of the setup process (from the client side) you will establish a URL or IP connection to a Port number on the



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server side. We will also send you a SQL-script that is used to create the needed tables for the AT33 IND™ Enterprise database and administrator user.

8. **How do I get a firm price quotation for AT33 IND Enterprise™ software?**
 - a. A discussion between us and the IT (Information Technology) **person responsible for implementing and maintaining the database** at your plant needs to occur. This can be done entirely by email and there will be no charge for up to 2 hours of pre-purchase technical support time. When the requirements are fully understood by both parties then a firm quotation can be provided.
9. **What if I already have AT33 IND™ software as a single user license and I want to upgrade to an Enterprise version? What happens to my existing database?**
 - a. Contact sales@alltestpro.com for a quote.
10. **What are some of the advantages to AT33 IND Enterprise™ software?**
 - a. **Lower software costs** for those companies that have multiple instruments as the price per license is reduced based on number of licenses purchased.
 - b. **Engineering can remotely analyze and generate reports** without access to each local computer. With many of our customers, the local computer tends to be a laptop that is dedicated to the electrical staff or reliability staff that is doing the work.
 - c. Test data can be **shared across the company** without the time-consuming work of exporting results or generating hard copy reports.
 - d. Multiple sites can sometimes use the same types of motors but from different vendors. A shared database allows each site to view individual motor history from other sites and this important information can lead to finding which motor vendors **provide the most trouble-free motors**.
 - e. With larger manufacturing sites it is not unusual to see the AT33 IND™ software installed on multiple computers, such as per shift. This makes database management and data mining for reliability purposes almost impossible.
 - f. **Unlike other server-based software products there are NO annual software maintenance fees!**